



Rigid Industries Warranty Claim Process

Thank you for your purchase of RIGID Product(s). We are proud to design, engineer, and produce the highest quality lighting products for your use. This policy outlines RIGID's process for returning Rigid Products that do not meet the standards set out in the Rigid Limited Warranty (available at <https://www.rigidindustries.com/more-info/warranty-information>).

For questions about the Limited Warranty or the Warranty Claim Process, please contact us at: (855) 760-5337, or by email at warranty@rigidindustries.com

1. **Disclaimer.** Subject to this Warranty Claim Process, RIGID may, in its sole discretion, issue Return Merchandise Authorization (RMA) numbers for damaged Product and determine the proper handling of Claims. All Products returned to RIGID under this Warranty Claim Process must have an RMA number. Products shipped without an RMA number shall not be considered returned under this Warranty Claim Process, and no credit or offset shall be issued. RIGID may destroy, refurbish, or otherwise dispose of Product returned without an RMA number without issuing credit. Any portion of a Claim may be accepted, accepted in part, rejected in part and/or rejected in full. Any part of a Claim that is rejected, in whole or in part, may be subject to additional fees and repair costs.
2. **Warranty Claims.** Before submitting a warranty claim to RIGID, you must submit your warranty claim through the vendor from which you purchased the Product. If the vendor from which you purchased the Product does not have a warranty claim process, you may begin your Warranty Claim as outlined in this section. Please follow these instructions:
 - a) **Initiating a Warranty Claim:** Initiate the warranty claim by completing the online form, available at: <https://www.rigidindustries.com/warranty-claims>. You will be required to provide (i) your name; (ii) your contact information; (iii) proof of purchase; (iv) date of purchase; and (v) a description of the problem you are experiencing. Proof of purchase may include any original invoice or receipt naming the Product for which the Warranty Claim is filed, and/or any valid registration of the Product using RIGID's online registration form, available at: <https://www.rigidindustries.com/product-registration>. RIGID personnel will review items from RIGID's online FAQ, available at: <https://www.rigidindustries.com/faq> with you prior to issuing an RMA number, and may ask for further information, such as part numbers, serial numbers, photographs of the Product, photographs of the failure mode, and/or other documentation, as appropriate.
 - b) **Review of Your Warranty Claim:** RIGID may, in its sole discretion, (i) issue an RMA number, (ii) request that you ship the Product to RIGID, and/or (iii) request that you field destroy the Product.
 - c) **Returning Product under an Issued RMA Number:** Where RIGID has requested that Products be shipped back to RIGID and a valid RMA number has been issued, please ship Products, prepaid, to: 779 N. Colorado Street, Gilbert, Arizona 85233, and include: (i) the RMA number clearly marked on the Product or on the Product documentation; and (ii) the RMA number clearly marked on the outside of the shipping container.
 - d) **Review of Returned Product:** After receipt of the Product(s) and/or review of the Claim, RIGID may, in its sole discretion, repair or replace, retain possession of, field destroy



and/or issue credit for Products. RIGID's sole liability and customer's sole remedy for any Product that is found not to meet Rigid's Limited Warranty will be, at Rigid's discretion, Product repair, Product replacement, or a credit in the amount of the purchase price of the Rigid Product at issue. Where RIGID has authorized the field destruction of a Product, you will need to provide a photograph showing the Product was made unusable (e.g., showing power wires cut off immediately adjacent the housing, casings crushed, etc.).

3. **Compliance.** Compliance with these requirements will expedite acceptance of returned Product(s) and will support processing your claim in a timely manner.
4. EXCEPT AS EXPRESSLY SET FORTH IN THE RIGID LIMITED WARRANTY, RIGID MAKES NO WARRANTY OF ANY KIND WHATSOEVER, TO BUYER OR ANY USER OF RIGID'S PRODUCT AND EXPRESSLY DISCLAIMS ANY WARRANTIES IMPLIED BY LAW, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. RIGID EXPRESSLY REJECTS ANY OTHER WARRANTIES FOR ITS PRODUCTS INCLUDING, WITHOUT LIMITATION, ANY WARRANTY THAT MAY BE IN A CUSTOMER'S TERMS AND CONDITIONS OR OTHER PURCHASE AGREEMENT OR DOCUMENT OF BUYER.
5. THE SOLE AND EXCLUSIVE REMEDIES ARISING FROM, RELATED TO OR IN CONNECTION WITH RIGID'S FAILURE TO MEET ITS WARRANTY ARE AS SET FORTH IN THE RIGID LIMITED WARRANTY.
6. NOTWITHSTANDING ANYTHING TO THE CONTRARY IN ANY AGREEMENT, INCLUDING WITHOUT LIMITATION, ANY PURCHASE ORDER, BUYER TERMS AND CONDITIONS OR ANY OTHER DOCUMENT ISSUED, REFERENCED OR PROVIDED BY BUYER OR END USER, RIGID WILL NOT BE LIABLE UNDER ANY THEORY OF RELIEF, INCLUDING, WITHOUT LIMITATION, BREACH OF WARRANTY, BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, OR OTHERWISE, ARISING OUT OF OR RELATED TO THE USE OF RIGID'S PRODUCT OR RIGID'S SALE OF ITS PRODUCT, FOR (I) INCIDENTAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES OF ANY NATURE, INCLUDING, WITHOUT LIMITATION, LOSS OF PROFITS, DAMAGE TO PROPERTY, OR LOSS OF USE OR (II) ANY DAMAGE OR LOSS IN EXCESS OF THE PURCHASE PRICE ACTUALLY RECEIVED BY RIGID FOR THE PRODUCT AT ISSUE.
7. ALL BUYERS, USERS AND SELLERS OF RIGID'S PRODUCTS UNDERSTAND THAT CERTAIN RIGID PRODUCTS ARE MADE AND SOLD FOR OFF-ROAD USE ONLY. BUYER HEREBY FULLY AND IRREVOCABLY RELEASES RIGID FROM, AND HEREBY AGREES TO FULLY INDEMNIFY AND DEFEND RIGID FROM AND AGAINST, ANY LIABILITIES, CLAIMS, ALLEGATIONS, COSTS, EXPENSES OR DAMAGES ASSOCIATED WITH THE IMPROPER USE, OR ALLEGED IMPROPER USE, OF RIGID'S OFF-ROAD PRODUCTS.