



Warranty Policy

Warranty Terms & Conditions

GateArms+ provides a limited 1-year warranty on the LED Controllers and Power Supplies, and a 90-day warranty for LEDs purchased from an authorized distributor or retail seller. This limited warranty guarantees these products to be free of defects in materials and workmanship within the stated warranty period. The warranty period commences from the date of purchase.

Any product that is within the warranty period and found to be defective will be repaired or replaced.

Warranty Replacement Process

If a product you have purchased has failed or is not working as expected, please proceed as follows:

1. Contact our Technical Support team at **786-339-9840** for assistance. Often issues can be easily resolved by reviewing wiring connections and other settings with our knowledgeable support staff.
2. If it is determined that your product has a potential defect, our staff will direct you to our website to file a warranty claim using the GateArms+ Warranty Claim Form.
3. After your claim has been submitted, a member of our team will contact you with an RMA number and instructions on where to send your item(s). The RMA number must be clearly marked on all boxes and packaging. Return shipping charges are the responsibility of the customer.
4. To expedite claims processing, email the tracking number for your return to RMA@GateArms.com
Note: Do not return any product without prior written authorization (RMA#) from GateArms+'s Customer Service team. Any product returned to GateArms+ without prior authorization may be returned to Customer at Customer's expense.
5. Returned items will be inspected upon receipt and tested to determine the cause of failure. Defective items will be repaired or replaced. If it is determined that the item does not have a manufacturing defect, it will be serviced and returned to the customer.
6. Defective items must be returned to GateArms+ within 30 days of warranty claim submission. Items not returned promptly are subject to loss of warranty status and any advance replacement items shipped will become billable.

Shipping

All warranty replacement parts will be shipped to the customer via UPS Ground with shipping costs paid by GateArms+. Requests for expedited shipping will be at customer's expense.

GateArms+ does not provide prepaid shipping labels for product returns.

Warranty Disclaimer

This limited warranty does not cover non-defect damage, damage caused by improper installation, operation or care (including, but not limited to abuse, misuse, unauthorized repairs or any alterations to this product not specified in the available product literature), labor or trip charges for reinstalling a repaired or replaced unit, or units installed for non-standard use. This limited warranty also does not cover any problems caused by electrical interference. Under no circumstances shall manufacturer or seller be liable for consequential, incidental or special damages arising in connection with use, or inability to use, this product. In no event shall seller's liability for breach of warranty, breach of contract, negligence or strict liability exceed the cost of the product covered hereby. No person is authorized to assume any other liability on behalf of GateArms+ in connection with the sale of this product.