

## VISTA WARRANTY and RETURN POLICY

### 1. STANDARD FIVE YEAR MANUFACTURING WARRANTY

Vista warrants, to the original customer, that all Vista's products and associated products (distributed by Vista or manufactured by Vista) will be free of defect in material and/or workmanship for a period of 5 years unless otherwise specified on the original quote and/or purchase agreement or is specified below.

### 2. SPECIALTY PRODUCTS WARRANTY

All other/specialty products such as all COSMETIC products containing mirrors, i.e., Infinity Panels, the standard warranty is applicable for all aspects of the products except for the mirror itself shall be evaluated prior to sale and a warranty will be assigned by Vista for this product. The warranty applicable on the mirror is limited to the time of receipt / signature acceptance at customer location.

### 3. INCANDESCENT LIGHTING WARRANTY

Any Vista incandescent lighting products will be free of defects in material and/or workmanship for a period of six months from the date of manufacture. All liability of Vista shall be limited to and fully discharged by repair or replacement of such defective items without charge.

### 4. ECONOMY SERIES LIGHTING

Any Vista Economy Series Lights will be free of defects in material and/or workmanship for a period of 1 year from the date of manufacture. All liability of Vista shall be limited to and fully discharged by repair or replacement of such defective items without charge.

### 5. PLUG-IN POWER SUPPLIES

Any Vista plug-in power supplies will be free of defects in material and/or workmanship for a period of 1 year from the date of manufacture. All liability of Vista shall be limited to and fully discharged by repair or replacement of such defective items without charge.

### 6. EXTRUDED ITEMS

We warrant that the parts are consistent with the prints and samples accepted by you. There are no warranties expressed or implied other than those contained herein. Our sole liability for breach of warranty, defective parts, breach of contract or otherwise is to repair or replace any defective or damaged part, die or tool. We are not responsible for any incidental or consequential damages.

### 7. MAXIMUM LIABILITY

Vista's liability to repair or replace a damaged item shall be limited to original purchaser of the item at the original purchase price of the damaged product. In no event whatsoever shall Vista be liable for incidental or consequential damages, including without limitation, removal or reinstallation costs, personal injury, or property damages. Vista's liability shall not exceed Vista's invoiced price for the product on any claim arising from its use.

### 8. INSPECTION

Vista reserves the right to review the damaged item and the site where the damage occurred. Vista may require the purchaser to ship the items to Vista for inspection. The damaged item(s) must remain available for inspection until the claim is finalized.

## **9. EVENTS THAT VOID WARRANTY**

All above warranties are null and void if any of the following events occur: the item is not provided to Vista for inspection upon Vista's request, Vista determines that the item has been improperly installed, altered in any way or tampered with, Vista determines that the item was not used under normal operating conditions or in accordance with label or instructions for the item, damaged or rendered inoperable by accident or incident. Acts of vandalism, theft or war. Vista determines that the item failed due to normal-use wear and tear, corrosion, abuse, non-authorized program or system equipment modification or alteration, negligence, abuse, lack of maintenance, unauthorized repair, disassembly, improper handling, applied incorrect voltage to any lighting products or other changes unrelated to materials and/or workmanship. Vista determines, in its sole discretion, that the damage resulted from acts of God such as lightning, flood, earthquake, tornado, or any other weather-related incidents.

## **EXCLUSIVE REMEDY**

This Warranty contains the sole warranty of Vista with respect to the item and is given in lieu of all other warranties. There are no other warranties, express or implied, including implied warranties or merchantability or fitness for a purpose and any implied warranties that cannot be waived and/or excluded are hereby limited in duration to the terms of this Warranty.

## **CREDIT OR REPLACEMENT PARTS**

Credit or replacement will not be issued for materials returned without a Returns Material Authorization (RMA). Simply email customer service at [sales@vistamfg.com](mailto:sales@vistamfg.com) with an itemized list of goods, reason for return, and quantities to be returned. Once an RMA number has been issued to you, simply return the product to Vista at the address given. Once the goods have been evaluated by our quality personnel, a credit will be issued, or replacement parts will be shipped. Credit will be issued for products only, no freight or labor will be credited, unless agreed to in advance. Vista reserves the right to choose any of these options at its discretion. All RMA returns should be sent to the attention of **RETURNS** at the following address: Vista Manufacturing 2505 Columbia Drive Elkhart, IN 46514.

**ALL RETURNS MUST HAVE THE RMA NUMBER CLEARLY MARKED ON THE OUTSIDE OF THE BOX - DAMAGED GOODS**

If you received damaged product from any shipping or freight company, please do not return product to Vista. Contact the shipper to initiate a claim. If you receive damaged goods through a Vista delivery, please contact your sales representative or Vista directly. Buyer understands and agrees that this purchase is subject to the limited Warranty attached hereto. Venue for any dispute arising or relating to this agreement shall lie exclusively in Elkhart County, Indiana.