

General Terms and Conditions

Legrand | AV Customer Assurance Program

Terms and Conditions

Last updated: **May 2019**

Introduction

Please read these Terms and Conditions (hereinafter "Terms and Conditions") carefully before using the Customer Assurance Program Service (hereinafter referred to as "Service") operated by Legrand | AV (hereinafter referred to as "us" or "we" or "our") for the use and benefit of the dealer (you) (hereinafter referred to as "dealer" or "custom integrator" or "you" or any variant thereof).

Your access to and use of the Service is conditioned on your acceptance of and compliance with these Terms and Conditions. These Terms and Conditions apply to all users and others who access or use the Service.

By accessing or using the Service, you agree to be bound by these Terms and Conditions. If you disagree with any part of the Terms and Conditions, then you may not access the Service.

Privacy Statement

Our Service allows you to post, link, store, share, and otherwise make available certain information, text, graphics, videos, or other material (hereinafter referred to as "Content"). You are responsible for the proper use and dissemination and privacy of the Content. If more knowledge of the Service is needed, Legrand | AV can provide information, assets, and education to you or your staff to properly present the Content. The proper use of the Content when executing the installation is dependent upon the information you provide. Designs that qualify for the Service Guarantee must be produced from construction drawings. Blueprints, reflective ceiling plans, electrical sheets, and the like are all acceptable documents.

Our Guarantee to You

In the event all the Terms and Conditions and Conditions are adhered to, Legrand | AV guarantees the proper function and performance—as defined by the our design engineer at the time of the Content distribution—of the equipment installed. If our equipment fails to function or perform at the aforementioned level, we will replace or provide additional equipment up to \$1000 (dealer cost). If any product in the design fails, Legrand | AV will replace these products as an advanced replacement via FedEx during the warranty (3 year) period.

Eligibility

Participation in the Customer Assurance Program is open to any Legrand | AV dealer in good standing.

Training

Any Dealer desiring to participate in the Service must complete training courses designated by us, including without limitation "Luxul Basics," available via Legrand University (Bluevolt). Course(s) must be completed prior to proceeding with any installation of product. In the event the Dealer wishes to utilize the Service Guarantee, proof of completion of the required training courses may be requested and, if so, must be produced.

Proof of Purchase

You may be asked to supply certain information relevant to your purchase, including, without limitation, your proof of purchase from an authorized reseller (distributor) or from Legrand | AV provided the purchase was made direct.

Installation

You may be asked to supply information confirming the placement of product as it corresponds with the design intent provided by us. This could include pictures specific to the application and potentially include design documents (as builts), layouts, or blueprints.

Tech Support

Firmware, configuration, wire terminations, and other technical aspects of each of Dealer's equipment installation plans must be verified and confirmed by product / tech support **prior** to installation in order for such installation to qualify for the Service Guarantee. Dealer is required to work with our product / tech

support in order to qualify for our Service Guarantee. The following reflects the current product / tech support schedule, and is subject to change at our discretion:

Schedule: Monday – Friday
Open: 9:00AM Eastern (6:00AM Pacific)
Close: 7:00PM Eastern (4:00PM Pacific)

US Phone: 801-822-5450, Option 3
Canada Phone: 587-887-2327, Option 3

Materials

Assuming proper installation, Legrand | AV's home network products are designed to ensure consistent 2.4GHz wireless coverage throughout the liveable, conditioned space inside the home. However, building materials such as brick, stone, foil backed insulation foam, concrete, and others will cause degradation in Wi-Fi signal, especially outside the home. If Wi-Fi coverage is needed outside the conditioned space, additional wireless access points or bridge devices should be utilized in the project.

Links to Other Services or Websites

Our Service site may contain links to and the use of third-party websites or services that are not owned or controlled by Legrand | AV. We have no control over, and assume no responsibility for, the content, privacy policies, or practices of any third-party websites or services. You further acknowledge and agree that Legrand | AV shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with use of or reliance on any such content, goods, or services available on or through any such websites or services.

Changes

We reserve the right, at our sole discretion, to modify or replace these Terms and Conditions at any time. If a revision is material (as determined in our discretion), we will try to provide at least 10 business days' notice by posting on the Luxul or Legrand | AV website prior to any new Terms and Conditions taking effect.

Contact Us

If you have any questions about these Terms and Conditions, please contact us via any of the following:

www.luxul.com

Main Number US: 1-801-822-5450

Main Number Canada: 1-587-887-2327