



To: All Soraa Customers

Date: May 25th 2017

Re: Soraa RMA Policy for Discontinued SKUs

Dear Soraa Customer,

As of April 6th 2017, you were notified of Soraa's discontinuation of certain lamp product families. This letter is to notify you of Soraa's RMA policies relating to those recently discontinued SKUs.

RMA's for Lamp Failure or Other Technical Issue

The discontinued lamp SKUs are fully covered for the warranty period (3 years from the date of purchase). If discontinued lamps are returned and found to be defective, Soraa will either identify a suitable replacement from among active SKUs, or if no suitable replacement is found, will offer prorated credit based on the period of warranty remaining.

RMA's for Stock Rotation or Return-To-Stock

For lamps purchased prior to the date of discontinuation, Soraa's standard stock rotation policies apply. For any lamps purchased from existing inventory of discontinued SKUs after the discontinuation date (April 6th 2017), Soraa will not accept returns for stock rotation purposes.

The above policies apply only to Soraa's discontinued products. All of Soraa's active products continue to be covered by our normal policies.

A handwritten signature in black ink that reads "Radha Nayak". The signature is written in a cursive style and is positioned above a horizontal line.

Radha Nayak

VP, Product Management, Professional Lamps

Soraa, Inc.