

19 September 2025

Dear Valued Customer,

**Subject : Warranty Policy for Pelican Flashlights / Headlamps**

Dacon Trading Co., Ltd. would like to inform you of our warranty policy for **Pelican flashlights and headlamps**. In the event that a product defect occurs due to manufacturing issues, the company provides the following warranty conditions:

- **Within 7 days** (from the date of receipt): The company will replace the product with a new one immediately.

- **Within 3 months** (from the date of receipt): The company will process the claim and send the product to **Pelican USA** for replacement **free of charge**. The replacement process will take approximately 30–45 days.

- **Between 3 months and 1 year** (from the date of receipt): Please proceed as follows:

1. Send a detailed description of the issue along with a **video clip** via one of the following channels:
  - Email: [sales@dacon-trading.com](mailto:sales@dacon-trading.com)
  - Line Official Account: [@dacontrading](https://line.me)
  - Facebook Fanpage Message: Dacon Trading
2. Send the defective product to the company (**customer is responsible for shipping cost**) for inspection.

The company will then submit the issue report to **Pelican USA** for warranty approval.

Once approved, there will be a **service fee** for the replacement (covering shipping and import tax), estimated at approximately 50% of the current product price, to be borne by the customer.

**Color selection is not available.** Estimated lead time for the replacement: 60–120 days.

- **Pelican USA does not provide warranty service** for products that have been discontinued.

- Pelican Products, Inc. ("Pelican") warrants its flashlights and headlamps against breakage or defects in workmanship and materials.

However, this warranty **does not cover** bulbs or batteries.

- The warranty becomes void if the product has been altered, damaged, physically modified in any way, misused, neglected, or involved in an accident.

For more information, please refer to the official manufacturer's policy:

**Pelican Guarantee of Excellence**

<https://www.pelican.com/us/en/support/guarantee-of-excellence/>

Yours sincerely,



Sandy Nicholas Stuvik

Chief of Executive Officer