

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
 - Line Official Account: [@dacontrading](#)
 - 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