

Return Policy

Effective Date: 8/1/17



LITELUME strives to deliver the highest quality LED products and service to meet the high standards our valued customers. Should you find it necessary to return products, buyers should follow the procedure outlined below.

NO RETURN WITHOUT RETURN MATERIALS AUTHORIZATION

All return requests must include a Return Materials Authorization (RMA) form which can be downloaded via litelume.com. LITELUME will not accept any returned product without an RMA and no return products will be accepted until it has been inspected and determined to meet the criteria stated below. **LITELUME will not issue an RMA or accept any returned product unless the Buyer's account is in good standing.** The return of any product without an RMA will create an involuntary bailment and will not impose any obligation of a bailee on LITELUME, including any obligation of preservation, safekeeping, accounting or any claim for damages to Buyer resulting from loss of or damage to the product. At buyer's written request and cost, products returned pursuant to an RMA, but not accepted by LITELUME will be shipped back to buyer. If no such request is made within 10 days of Buyer being informed of non-acceptance, Buyer will be deemed to have abandoned the product. The return policy applies only to products purchased from LITELUME.

Returns must be within 30 days of purchase stated on invoice.

Product must be returned, shipping prepaid, in original LITELUME packaging and be in unaltered, like-new condition.

The return must include all original components.

STANDARD LED LIGHT ENGINES and FIXTURES

A 35% restocking fee plus shipping applies to all returned standard LED fixtures.

RETURNED PRODUCT CREDIT

A credit for future purchases of LITELUME products for unaltered, like-new Products returned within 30 days will be processed in the ordinary course and may take until the end of the month following the date the Product is returned. The credit will be equal to the invoice price of the product, excluding shipping and other charges and less any restocking fees.