

## **Please Examine Your Order Without Delay.**

### **Incorrect Orders**

If your order was sent incorrectly, please call us at 1-800-345-9652 or email us at [contact@eco-lite.com](mailto:contact@eco-lite.com) . Incorrect orders include orders that are missing parts, were sent in the wrong color, the wrong wattage, etc. An RMA, as outlined below, is required for returns of incorrect orders.

### **Damaged Goods**

If the carrier has damaged the product please call us IMMEDIATELY at 1-800-345-9652 or email us IMMEDIATELY at [contact@eco-liteproducts.com](mailto:contact@eco-liteproducts.com). In order to return any damaged product, please be sure to repack the item(s) using all of the original packing materials. Eco-Lite will contact the carrier for you and arrange a pick-up. An RMA, as outlined below, is required for returns of damaged products. Any delays in reporting the receipt of damaged goods may lead to our inability to receive payment from the freight/shipping company which will result in the customer being denied replacement fixtures at no cost.

### **Warranty Items**

All customers who wish to return any fixtures for repair or replacement under Eco-Lite's warranty must first contact us at 1-800-345-9652 and speak with one of our lighting professionals who will determine if the fixture is eligible for repair or replacement at no charge. An RMA, as outlined below, is required for returns of products claimed to be eligible under our warranty. All customers shall pay the costs associated with shipping the fixtures back to our facility for warranty repair.

### **No returns on correct, non-damaged, non-defective fixtures or products**

All orders that have been shipped and received that are correct and have not been received damaged or defective are not eligible for return. Customers who choose to return correct working fixtures or products are only eligible to receive credit on future orders. Customers have 10 full days from the date of delivery to request to return all or part of their order for credit. If customers choose to return product, except custom orders and special item orders, for credit, the customer is responsible for the cost of shipping back to Eco-Lite's place of business. Credit will only be issued if the fixtures that are returned are in the same condition they were received and packed in the same manner as they were delivered. In the event that any returned items are found to have been damaged, or have been returned in a condition that is other than how they were originally delivered, Eco-Lite shall have no obligation to provide credit for any part of the purchase price. An RMA, as outlined below, is required for all returns for credit.

### **Custom-Made or Special Orders**

We are very sorry but custom-made items, such as in-case lighting, custom length items, custom colors, plated items including but not limited to nickel, brass or chrome or special items may not be returned. Thank you for understanding our need to establish this important guideline.

### **Return Merchandise Authorization Number (RMA)**

An RMA is required in order to return any fixture. Fixtures returned without first obtaining an RMA shall not be eligible for any refund, return, repair or replacement. Please contact us at 1-800-345-9652 to speak with one of our lighting professionals, so that Eco-Lite can determine whether you are eligible to receive an RMA. No collect shipments will be accepted on any returned product unless specifically authorized by Eco-Lite in writing. All returns MUST have the RMA inside the box(es) to be returned. The outside of all boxes being returned MUST include the name and address of the customer along with the RMA number assigned.