

ECO-LITE PRODUCTS, LLC
33 Rockland Park Ave, Tappan, NY 10983
Tel. 800-345-9652 Fax: 845-365-9777

RETURN POLICY:

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-liteproducts.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. 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.

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.

Returns within 10 days of Purchase

Customers have 10 full days from the date of delivery to examine an order and determine if they would like to keep it. If you choose to return any product, except custom orders and special item orders, you may receive a refund of the cost of the fixture, excluding the cost of shipping, so long as the fixtures are returned in the same condition they were received and packed in the same manner as they were delivered. A 10% restocking fee will be applied. 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 refund any part of the purchase price. Eco-Lite is **NOT** responsible for return shipping costs. An RMA, as outlined below, is required for all returns.

Returns beyond 10 Days

Any customer seeking to return Eco-Lite products, except custom orders and special item orders, beyond 10 days of delivery, but within 30 days, may contact us at 1-800-345-9652 and request a return authorization, which Eco-Lite will either approve or reject at its sole discretion. In the event that Eco-Lite approves a request to return a product during this timeframe, a restocking fee of up to 30% on a case by case basis may be applied. This return policy will be honored so long as the fixtures are returned 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 refund any part of the purchase price. Returns beyond 30 days of delivery will not be accepted. Eco-Lite is **NOT** responsible for return shipping costs. An RMA, as outlined below, is required for returns of products under this return policy.

Custom-Made or Special Orders

We are very sorry but custom-made items, such as in-case lighting, 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.

(Please turn over for Warranty)