

# Light and Green Warranty and Return Policy

## Light Fixture Warranty

Light and Green fixtures and accessories are warranted to be free from defects in materials and workmanship for 1 year from the shipping date. LEDs and electronic components are warranted to be free from defects in materials and workmanship for 3 years from the shipping date.

Products affected by defects covered by our warranty will require proof of correct installation by reasonable means; photos and video evidence may be required for a replacement or repair. Light and Green may request analysis and/or inspection of suspected defects to be conducted prior to granting a replacement or repair.

Should your products be affected by defects covered under this warranty, Light and Green has the right to determine whether to repair and/or replace your products with the same or an equivalent product due to discontinuations and/or product developments.


To retain your warranty, all products are subject to the following:

- Product must be installed with power supplies and components purchased from Light and Green on the same order.
- Any installation, assembly work, and/or maintenance of Light and Green fixtures must be performed by a specialized professional in compliance with the instructions provided with the product and online Light and Green resources.
- Voltage limit values may not exceed the products' specifications.

Light output depreciation for LED products correspond to those specified in product specification sheets. This is considered to be normal and is not covered by this warranty. Please refer to the appropriate product specification sheet for this information.

The remaining time of the products warranty period applies to the replaced or repaired products or parts.

Your warranty only covers the products supplied by Light and Green; we do not assume liability for labor costs, installation costs, or other losses. Your warranty rights are waived if the product has not been installed properly. Light and Green will not replace or repair products that are defected due to improper or incorrect installation.



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## Breakage Policy

Once you receive your package you have 10 days to claim any breakage. Please inspect all packages within this time to receive a replacement free of charge.

## Return Policy

If you would like to return any products please request a RGA (Returned Goods Authorization) at [info@lightandgreen.com](mailto:info@lightandgreen.com). All products must be returned in a salable condition within 30 days of RGA approval for a credit to be issued. Your RGA must identify the reason for the return and specifications of any items returned as defective. Returned products are subject to a 30%-100% restocking fee. Outdated or discontinued products cannot be returned.