

Returns & Replacements

Returns

If you aren't completely satisfied with the products you received, you may return it within 30 days of purchase. All returns must be authorized in advance and must have a valid RMA # issued by customer service before being shipped back. The product must be in its original packaging, new condition, unused, uninstalled and must be in resaleable condition. Send it back to us, prepaid shipping and we will refund your credit card for the value of the product. Your original shipping cost will not be refunded.

If returns are made outside our above stated policy, you the customer will be responsible for the return shipping costs, products will be subject to a 50% restocking fee or may not be eligible for a refund.

Bulbs will not be accepted for return or refund with the exception of warranty exchanges.

Before you return an item, you must call for a Return Material Authorization number (RMA #). Please call customer service at 847-551-1500 so they can issue you the #. Before shipping, please clearly display the RMA # on the outside of the box and include a copy of the receipt and RMA # inside the box.

Replacements

We will replace any defective, damaged or wrongly shipped products if you notify us within 7 days of purchase. **To request a replacement**, please call customer service at 847-551-1500 so we can get a replacement out to you. Shipping cost will be covered by us.