

# Return Policy

Our goal is for you to be happy with Emitter LED Lamps and Luminaires Products, however, if for some reason you are not satisfied, you can return within 30 days from original date of shipping (ps: products must be received within the 30 days) for an exchange or refund.

## Exchange or Refund

- Refunds will be given for NEW unused, factory sealed items only, excluding shipping charges.
- Refunds for USED items will incur a 20% restocking fee.
- Products that are returned without the Original Packaging will also incur a 20% Restocking Fee.
- Refunds for items returned more than thirty days after the purchase date will be in the form of a credit redeemable on your next purchase.
- The original shipping and handling charges are not refundable. If you have an exchange for the same dollar amount as the original purchase, no additional shipping or handling charges will be incurred.

## Return

- Non defective and new returns will be refunded in full. Shipping charged are non-refundable.
- A copy of your receipt must be included with all defective returns. All items must be returned complete and with all original parts/accessories/documentation; incomplete returns will not be accepted.
- All returns shipping cost is not refundable.
- Freight charges and handling charges are not refundable.
- Allow 30 business days for processing returns.
- Items showing installer or consumer abuse will not be accepted.