



Revised October 4th, 2023

Warranty Terms & Conditions

Lighting BOSS is committed to providing our customers with unparalleled quality and service. Your satisfaction is our goal. If any product you purchase from Lighting BOSS should prove to be defective within the manufacturer's warranty period, the item will be replaced at the sole discretion of Lighting BOSS. Lighting BOSS reserves the right to inspect any returned/exchanged product for defects. Please refer to the manufacturer's warranty for details.

HOW TO SUBMIT A WARRANTY CLAIM:

To obtain warranty service, please complete the Return Goods Authorization (RGA) form found at www.lighting-boss.shop and email to returns@lighting-boss.com. On this form, please provide the item, quantity, invoice number (or date of purchase), and date code (Brilliance LED ONLY). The defective product must be sent to Lighting BOSS within 30 days from the RGA submission date to get proper compensation unless otherwise stated by Lighting BOSS. Credit or replacement will be determined on a case-by-case basis. **Please do not field destroy any product until you have received written notification to do so.**

Return Goods Packing Guidelines:

- Items must be clean and free of debris.
- Fixtures must be returned intact with several inches of lead wire to be diagnosed accurately.
- Complete items must be individually boxed and packaged securely as to not get damaged in transit.
- Make sure the following items below are displayed clearly on the outside of the package. Mislabeled or unlabeled RGA's will delay the receiving and warranty process.
 - Lighting BOSS RGA Department
 - Your company Name
 - Date of RGA

Shipments are subject to inspection and refusal if all the above requirements are not met. If for any reason no defect is found by our RGA department, you will be responsible for the associated shipping costs and will be charged for any advanced replaced items.

RETURNS FOR UNUSED PRODUCT:

Non-stock/special order items are not returnable/refundable.

Any return of stock items simply because it is no longer needed, must be returned within 30 days of the original purchase date. It must be returned in the original undamaged packaging or credit deductions up to 100% may apply. Lighting BOSS will not be responsible for freight charges on the returned product. A 10% restocking fee will apply to any items returned. If the return is accompanied by a new purchase order two times the original amount, the fee will be waived.

Please be sure to fill out an RGA form, include the invoice number (or date of purchase) associated with the original purchase, and follow the packaging guidelines as listed above. Shipments are subject to inspection and refusal if all the above requirements are not met.