

RETURN POLICY

GENERAL

You have thirty (30) days to return your purchased items. Returns will not be accepted beyond 30 days of the date purchase from Pure Lighting (“Pure”). Proof of purchase is required. All items must be unused, packed in original complete packaging and in a sellable and “as-new” condition. Email customerservice@purelightingus.com to initiate and/or inquire about a return. Please include your order number and the SKU(s) for each item. Upon approval, please ship return merchandise to 8005 NW 80th ST Door 16 to 30 Suite #1, Miami, FL 33166, US.

No merchandise may be returned without prior written authorization from a Pure representative. A Return Material Authorization (“RMA”) must be requested within 30 days of material and product delivery. All returns must be accompanied by the RMA and shipped to Pure within 30 days of the date on the RMA. All authorized returns are subject to handling, inspection, and restocking fees which will be no less than 25% of the original invoiced product amount. Delivery (including shipping charges) to Pure of undamaged products is the responsibility of the customer. No credit will be issued for damaged products (outside of verified concealed damage). Should a damaged product be received by Pure, the customer will be provided photographs so that they may file a claim with their shipper; Pure is not responsible for filling said claims. Pure will issue the appropriate credit within 30 days of receipt of the product.

ARRANGING A RETURN

Email customerservice@purelightingus.com to initiate and/or inquire about a return. Please include your order number and the SKU(s) for each item. Upon approval, an RMA will be issued. Please include a copy of the RMA on or in the return shipment and ship merchandise to: 8005 NW 80th ST Door 16 to 30 Suite #1, Miami, FL 33166, US.

NON-RETURNABLE MERCHANDISE:

1. Any item that is marked as non-returnable;
2. Any custom made or custom built fixture;
3. Clearance items, custom quotes, special discounts, and orders of ten or more units;
4. Any item that is not in a resellable and as-new condition;
5. Any item that is not in its original box with the original packaging materials and assembly instructions; and/or
6. Any item without the correct RMA number written on a separate sheet taped to the box.

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REFUNDS

Refunds will be issued upon inspection of the returned product. Per inspection, as long as the product is in new condition, received in its original packaging, and sent to the correct warehouse, you will be issued the refund you are due, less any applicable fees or handling charges as described above.

If a returned product is determined not to be sellable and in an as-new condition, additional fees may be applied or the credit may be denied completely.

Pure reserves the right to accept returns outside of the aforementioned policy; however, such returns are only eligible for purchase credit and may be subject to additional fees.

DAMAGED PRODUCTS

In the event that a product(s) is shipped by Pure and damaged in transit, we will do everything we can to resolve the matter immediately. However, Pure respectfully requests to be notified of shipping damage within 24 hours of receipt. Please take photographs of the damaged boxes and transmit that evidence to Pure via email at customerservice@purelightingus.com. This will enable our team to achieve a speedy resolution, free of charge.

In the rare event of a manufacturer defect, we again ask that you contact us via email with a detailed explanation of the problem or issue. One of our Customer Care Advocates will work with you to establish a resolution.

Please note: Photos are required to process damage claims. Take a digital photo of the damaged or defective product(s) for your records and e-mail us a copy at customerservice@purelightingus.com.

Damage reported more than 30 days after receipt of the product will not be accepted. Defects reported more than 30 days after receipt of the product will be subject to further review and may solely be eligible for replacement in accordance with the manufacturer's warranty.