



RETURN POLICY

RETURNS

You have 30 days to return your purchased items. After that, no items will be accepted for return. Proof of purchase is required. All items must be unused, packed in original complete packaging and in sellable condition. If you need to return the items, send us an email at customerservice@purelightingus.com, once we approved the return, we will ask you to send your item to: 8005 NW 80th ST Door 16 to 30 Suite #1, Miami, FL 33166, US.

Contact customerservice@purelightingus.com if you would like to inquire about returning an item be sure to include your order number and the SKU of the item you are looking to return. No merchandise may be returned without written authorization from a Pure lighting representative. A request for written authorization ("Return Material Authorization" or "RMA") must be requested within 30 days of material and product delivery. All returns must be accompanied by the RMA and shipped to Pure lighting within 30 days of the date on the RMA. All authorized returns are subject to handling, inspection, and re-stocking charges which will be no less than 25% of the original invoiced Product amount. Delivery (including shipping charges) to PURE LIGHTING of undamaged Product is the responsibility of the customer. No credit will be issued on damaged Product (outside of verified concealed damage) and the customer will be advised with pictures of the damage so they may file a freight claim with their chosen shipping company. Pure lighting will issue the appropriate credit within 30 days of receipt of the undamaged Product.

To arrange a return:

Please contact our Customer Care Advocates; a return shipping label will be sent to you via email customerservice@purelightingus.com within five business days

Apply the label to your package and take it to your nearest FedEx / UPS pick-up center. We strive to refund you as quickly as possible. In most cases, a refund will be issued once the package is received. Returns on larger items or on orders of larger quantities may need to be inspected before a refund is processed. Returned products must include: all the original packaging, including all papers, parts and associated pieces. The items are to be uninstalled, in new condition and with no clipped wires or missing hardware. If a returned item is determined to be in non-sellable condition, no refund will be issued on that item. You may also be responsible for any return shipping fees.

The following are considered NON-RETURNABLE merchandise:

1. Any item that is marked as nonreturnable
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 resellable condition
5. Any item that is not in its original box with the original packaging materials and assembly instructions
6. Any item without the correct RMA number written on a separate sheet taped to the box



Refunds

Refunds will be issued upon inspection of the returned item. 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.

If a returned item is determined not to be in "As New" condition, it will be subject to additional fees being deducted from the credit or the credit may be denied completely.

Return requests made outside of this stated policy will be subject to review and may result in shipping and restocking fees depending on the situation. Items returned outside of this policy will be for store credit only as we are unable to refund on items returned outside of the 30 day return policy.

Damaged Items

In the event that an item is damaged in transit, we will do everything we can to resolve the matter immediately. When items are shipped by FedEx or UPS, we must contact them within 48 hours to ensure a quick, free of charge resolution. Upon inspecting the merchandise, please contact us through email customerservice@purelightingus.com, noting what was damaged, so that we can assist you immediately and expedite a new item right away.

In the rare event of a manufacturer defect, we again ask you to contact us by email to customerservice@purelightingus.com with a detailed explanation of the problem or issue. One of our Customer Care Advocates will instruct you on how to get your item replaced, or get the correct parts expedited to you.

Please note: Photos are required to process most damage claims and we may be unable to process your request without photos. Take a digital photo of the damaged or defective item for your records and e-mail us a copy at customerservice@purelightingus.com

Damages or defects reported after 30 days will be subject to review and will be available for replacement only, subject to the manufacturer's warranty.