



Warranty, Return, & Payment Policy

Statement of warranty

LED*Waves warrants all the products manufactured by LED*Waves to be free from defects in material and workmanship under normal use for a period of twelve months after the date of the original purchase price if repair or replacement is not possible or practical. LED*Waves' warranty covers only the product itself; LED*Waves will assume no liability for labor costs, installation costs, or other losses.

Your warranty rights will be honored only when the product has been installed and used **properly** as deemed by LED*Waves. LED*Waves will not repair or replace products damaged by improper use or faulty installation.

In case of breakage

All order shipments leave our facility complete and in working order. Customer must report any **damage** within **3 days** of receipt of order by sending digital photographs (.jpg) of damaged items and shipping materials to customerservice@ledwaves.com. Customer must retain damaged merchandise, packing and shipping containers until claim has been settled. Damage in transit is the sole responsibility of the carrier, and any claims beyond this **3 day** period will not be deemed valid by LED*Waves. The above procedure **MUST** be followed or credit for the damaged merchandise cannot be given. All claims regarding shipment error must be made within 24 hours of receipt of merchandise.

Return policy

LED*Waves will accept returns for a refund within 30 days of the shipment of your order. ***Please note exceptions below.**

Returns must be first acknowledged by LED*Waves prior to return. To obtain an RMA number and initiate the return process, please contact the customer service department via the phone (800-986-0169), through the contact form on the website, or by an e-mail to customerservice@ledwaves.com. All packages sent to LED*Waves must have an **RMA number** issued and printed clearly on the outside of the package. **A lack thereof will result in the item being immediately restocked and no credit or refund will be issued.** If the RMA number is not clearly printed on the outside of your return package, the package will either be refused by our shipping department or restocked without question. A 15 percent restocking fee is applied to all valid and authorized returns. All returns must be made in their original packaging with sufficient packing material. **Modified or installed items will not be accepted for return.**

For international returns that require a return label: Please note that LED*Waves' primary carrier is FedEx and they unfortunately do not honor return labels for international returns. Under these circumstances, LED*Waves ask that the customer return the product at their cost and upon receipt of the return, LED*Waves will refund any shipping costs.

Custom orders and large orders

Due to the advancing nature of LED technology, custom orders for LED bulbs and fixtures, as well as large orders, are non-refundable and cannot be canceled. Furthermore, all orders must be paid for upon placement. Custom and large orders will not begin production until payment is received in full.

Payment terms

LED*Waves accepts Visa, Mastercard, Discover, and business checks. Please call for further details.