

## Warranty & Return Policy

Products affected by defects covered by our warranty will require proof of correct installation by reasonable means; photos and video evidence may be required for replacement or repair. Light Blue USA may request analysis and/or inspection of suspected defects to be conducted prior to granting a replacement or repair.

Should your products be affected by defects covered under this warranty, Light Blue USA has the right to determine whether to repair and/or replace your products with the same or an equivalent product due to discontinuations and/or product developments.

Light output depreciation for LED products corresponds to those specified in product specification sheets. This is considered normal and is not covered by this warranty. Please refer to the appropriate product specification sheet for this information.

Your warranty only covers the products supplied by Light Blue USA; we do not assume liability for labor costs, installation costs, or other losses. Your warranty rights are waived if the product has not been installed properly. Light Blue USA will not replace or repair products that are defective due to improper or incorrect installation.

## Breakage Policy

Once you receive your package, you have 7 days to claim any breakage. Please inspect all packages within this time to receive a replacement free of charge.

## Return Policy

If you would like to return any products, please request an RMA (Returned Merchandise Authorization) at [support@lightblueusa.com](mailto:support@lightblueusa.com). All products must be returned in a salable condition within 30 days of RMA approval for a credit to be issued. Your RMA must identify the reason for the return and specifications of any items returned as defective. Returned products are subject to a 20% restocking fee. Discontinued products cannot be returned.

### **To retain your warranty, all products are subject to the following:**

- Any installation, assembly work, and/or maintenance of Light Blue USA fixtures must be performed by a specialized professional in compliance with the instructions provided with the product and online Light Blue USA resources.
- Voltage limit values may not exceed the product's specifications.

## Contact Us

Designed to provide you with peace of mind and confidence in your lighting products, Light Blue USA's Warranty gives you the assurance you need for your projects.

### **For any inquiries or support, please contact us at:**

- Email: [cs@lightblueusa.com](mailto:cs@lightblueusa.com)
- Phone: 718-475-2515
- Address: Light Blue USA  
186 Van Dyke Street, Brooklyn, NY 11231

Our office hours are Monday - Friday, 9 AM - 5 PM EST.

We look forward to assisting you with your lighting needs.

*Note: This warranty policy is subject to change. Please refer to our website or contact us for the most current information.*

Light Blue USA & Associates LLC