

P: 949.396.1300 F: 949.396.1303

RETURN POLICY

Please do not write order information on Factory Packaging.

LUX customers have up to 30 days after receiving their shipment to return an item. Although it is possible a 20% restocking fee will be applied & shipping charges not refunded.

NOTE: Special order items as well as items that state "No Returns" on the product page are non-returnable.

Returns are processed in the order in which they are received and allow 10 to 15 Business Days (not including weekends or holidays) for normal processing of all returns. Once a return has been processed, also allow up to 30 days to receive a credit or refund, depending on your bank's or credit card's processes.

NOTE: Please label accordingly with your Return Merchandise Authorization number to expedite this process.

Listed below are the acceptable reasons for return and how each one is handled. Customers who want to return any item should read this carefully to avoid any confusion. Orders shipped to Canada are eligible for returns; however, the customer must cover all taxes, duties, and fees associated with International shipments. No refunds or credits will be granted towards these fees. Returned merchandise will be treated the same as US orders, and all respective processing times still apply. Applicable duties & fees not paid by the customer prior to returning your merchandise will be deducted from the final refund amount.

Incorrectly Ordered Item or Unsatisfied With Item Ordered

Sometimes our customers realize they ordered the wrong item or find out they don't have a use for it anymore. That's not a problem. We will gladly accept returns if the items:

- Have not been installed
- Are in its original manufacturer packaging
- Are in New Resalable Condition within 30 days of purchase

You will have the option to receive either 100% credit (minus shipping fees) or you can choose to receive a refund with a 20% restocking fee deducted. Please understand that the cost of shipping will not be refunded.

NOTE: Certain products have higher restocking fees or have special return requirements, which are indicated on the product page. Policies listed on the product pages take the place of the general return policy.

It is the customer's responsibility to pay for return shipping and to make sure that the shipment is packaged "appropriately" (according to UPS guidelines) to prevent damages. Please remember not to write the RMA number directly on the manufacturer's box.



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Once our Returns Department receives the return, there will be a thorough inspection of the item(s) returned to confirm that the return has been delivered as expected. (Discrepancies found with what is verbally explained to our sales team, which are saved in the customer's account, may result in a refusal of the return).

Please note that refusal of a shipment upon delivery will also be refused by our Receiving Department due to a lack of a RMA number. This will result in additional shipping charges.

Customers are ultimately responsible that the product purchased will fit their intended application.

Item Damaged Upon Receipt (Due to mishandling by shipping carrier)

If a shipment gets damaged by one of our carriers, it is important for our customers to accept the shipment & notify our customer service representatives within 2 business days. (Please do not refuse the package as this will be refused by our Receiving Department & incur additional shipping charges).

Our credits department is required to report a damaged shipment to the carrier within 2 business days; otherwise reimbursement for the shipment may be withheld.

If the shipment is held longer than 2 business days, it may be treated as an incorrectly ordered shipment (see above).

If the shipment is within 2 business days, we will gladly accept the return and provide either a replacement or a 100% Full Refund. A Return Merchandise Authorization (RMA) number will be issued and directions on how to return the item will be provided. In order to receive a replacement immediately, the customer will be asked to provide his/her credit card information once again and place another payment (unless you have credit terms with LUX), which will be credited once the return is finalized.

The Returns Department performs a thorough inspection of the items returned to confirm that the return is delivered as expected. (Discrepancies found with what is verbally explained to our sales team, which are saved in the customer's account, may result in a refusal of the return).

Only when a return is confirmed by the Returns Department is the Credits Department able to issue the appropriate credit back to the customer.

Wrong Items were shipped (or items are missing in the shipment)

Our Shipping Department takes pride in its shipping accuracy. However if you do receive an incorrect item due to a shipping error or if your order is incomplete, please call your sales representative to report the error and a supervisor will be able to provide you with a satisfactory resolution. We apologize for any inconvenience that may be caused, but we will make every reasonable effort to satisfy our customers.

The service supervisor is required to gather the order information, such as total weight of the package delivered and total expected weight, and investigate with the Inventory Manager, Shipping Department, and with the shipping carrier to confirm the customer's claim.

Once the error is confirmed, a Return Merchandise Authorization (RMA) number will be issued and directions on how to return the item will be provided. (Please note that there may be additional repacking fee if the original box is defaced. Please remember not to write the RMA number directly on the manufacturer's box). If the order was shipped incompletely, the customer will be sent the remainder of the items that were missing from the shipment immediately.



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In order to receive a replacement immediately, the customer will be asked to provide his/her credit card information, if the customer has no credit terms on file. If the customer decides to cancel the return, the charge for the old and new shipments will remain on the credit card. If the customer finds the product elsewhere and simply wants to return the item (unopened), we will credit the customer with a 100% full refund once the item is returned.

The Returns Department performs a thorough inspection of the items returned to confirm that the return is delivered as expected. (Discrepancies found with what is verbally explained to our customer service reps, which are saved in the customer's account may result in a refusal of the return).

Although it is our responsibility to pay for the return shipping of the item, please remember that any damages that occur during the return shipping due to "insufficient packaging" (according to UPS guidelines) will be subject to refusal by the Receiving Department and a void of the RMA.

Item Ordered is Defective

All LUX products sold are brand new and premium quality, unless otherwise advertised. Additionally, we make an extremely great effort to prevent customers from receiving damaged items that result in defects.

Our return policy for defective items varies depending on the product. On Most items, if it is within the 30-day return period, we will issue an RMA number. In order to receive a replacement immediately, the customer will be asked to provide his/her credit card information (if no credit terms on file). If the customer decides to cancel the return, the charge for the old and new shipments will remain on the credit card or still be billed on your account.

If the defective item was ordered beyond the 30-day return period, customers should contact us about the product warranty and process a warranty claim.

The Returns Department performs a thorough inspection of the items returned to confirm that the item is defective. If it is determined that the item is: not defective, still in working order or damaged as a result of improper installation/handling; the RMA will be canceled. The item will be shipped back to the customer and the shipping cost will be charged to the customer's credit card, or credit account.