

ONE (1) YEAR LIMITED WARRANTY

This product, is guaranteed to be free from defects in material and workmanship for one (1) year. Should a defect occur, please contact our customer service line at 1-800-970-2827 or at the following email address: customerservice@amoraylighting.com.

Proof of purchase required. Warranty does not cover damage resulting from improper installation, negligent handling, misuse or lack of reasonable maintenance or care. Warranty is valid against defects due to material and workmanship only. The sole obligation shall be to replace the defective unit with a suitable replacement unit. Units should be checked for proper operation prior to returning as defective. No liability for loss or damage of any nature or kind, whether arising out of or from the use of the product, whether defective or not defective, is assumed by Amoray Lighting or it's affiliates.

Return (RMA) Policy

All returns require a Returned Material Authorization (RMA) number. Please contact your customer service representative at 1-800-979-2827 to obtain an RMA number prior to returning product. You will receive an RMA number within 48 hours. ALL RMA numbers expire thirty (30) days after issuance, therefore all return products must be RECEIVED at Amoray Lighting Inc. within the thirty (30) day time frame, otherwise product may be refused.

Products will not be accepted by Amoray Lighting Inc. for return if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package. Products returned to Amoray Lighting Inc. without a RMA will be sent back at customer's expense.

Authorization of returns is at the sole discretion of Amoray Lighting Inc.

All returns are to be shipped to:
Amoray Lighting Inc., 430 Albert Street Waterloo, Ontario, Canada N2L 3V3

A refund or replacement will be issued once we have received your returned items. Any items that are damaged when we receive them are not eligible for refund. Refunds do not include any shipping or handling charges. Your refund will either be credited to the credit card used for the original transaction, or returned for store credit. If your order has been shipped internationally, custom duties and sales taxes are non-refundable. Please note that credit card refunds may take up to 10 business day for your bank to complete, depending on their processing times. This can vary greatly between credit card issuers.