



**Return Merchandise Authorization (RMA Form)**

To start an RMA request, please complete the form below and send it to [customerservice@lumpure.com](mailto:customerservice@lumpure.com).

All return transportation and taxes are the responsibility of the client and not covered by LumPure Lighting LLC.

If you purchased your fixtures through an authorized reseller, please have them complete the RMA form. Failure to do so may result in longer processing times, as we will need to confirm your order details with the reseller.

**Reason for Return**

- Defective
- Other, please specify: \_\_\_\_\_

**Desired Outcome**

- Exchange
- Refund (*restocking fee will apply*)

**Contact Name** \_\_\_\_\_

**Order Number or Reference** \_\_\_\_\_

**Product Name** \_\_\_\_\_

**Serial Number** \_\_\_\_\_

**Quantity** \_\_\_\_\_

**Driver Name & Model Number** \_\_\_\_\_

If you are returning product(s) because they are defective, please explain the issue you are experiencing:

\_\_\_\_\_

By signing below, you understand and agree that the products to be returned/exchanged will be inspected and tested once received.

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.

Per LumPure Lighting LLC's terms and conditions, LumPure Lighting is not responsible for the removal and reinstallation cost of any component or fixture.

**Please note that it can take up to 10 business days to process your RMA after it has been received.**

Returns submitted for exchange where the defect is not covered under warranty will be subject to repair costs or may require re-order. Although we will try our best to stock every fixture type of our product line, fixtures to be exchanged are subject to standard lead times.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Warranty

Products distributed by LumPure Lighting LLC are manufactured in accordance with the highest standards of design and manufacture, and are warranted to be free from defects in material and workmanship for a period of 2 to 3 years (depending on product type; see below\*) from the original reseller purchase date, under normal use, professional installation and under conditions for which the product was designed. Normal wear and tear on the fixture is not covered under this warranty, including cosmetic damage. This warranty does not apply to damage Resulting from installation errors, accident, alteration, power surge or overvoltage scenarios, exposure to abnormal stress and operation conditions, misuse, tampering, negligence, or abuse. This warranty shall be void if a Product is altered, serviced or repaired by anyone other than Manufacturer. This warranty shall also be void if there is a failure to maintain the Products and the systems in which they operate in proper working conditions.

In no event shall liability under this warranty exceed the original purchase price of the product. These warranties are in lieu of all other warranties express or implied including without limitation implied warranties of merchantability or fitness. This warranty is non-transferrable, whether by assignment or operation of law. No reseller, dealer, distributor, representative, or any other person or entity is authorized to make any representation or promise on behalf of LumPure Lighting LLC.

LED Lighting Fixtures - Three (3) Years\*  
LED Lighting Fixtures commercial use -  
Two (2) Years.  
Power Supplies & Drivers - Three (3) Years\*

*\*From delivery date*

### **Return Procedures (please read the Return Policy on our website [www.lumpure.com](http://www.lumpure.com))**

All warranty requests must be submitted by the original purchaser. All requests must be submitted by completing the Return Merchandise Authorization (RMA) Form available on our website. To expedite your request, the original or photocopy of the purchase receipt issued by LumPure Lighting LLC is required. When shipped to the indicated address in the RMA form, shipping charges and applicable taxes must be fully prepaid. During this warranty period, LumPure Lighting LLC will repair, or at its own option, replace free of charge, such merchandise as shall prove to be defective. Repair work by LumPure Lighting LLC only concerns work required to correct the reported defects and this warranty covers the work done for client and other materials furnished in the process of making repairs. Processing of RMA's can take up to 10 business days to complete.

### **No Labor Reimbursement**

LumPure Lighting LLC is not responsible for the removal and reinstallation cost of any components or fixtures. This warranty does not cover modifications, repairs or replacements, related labor and material costs that may be necessary to facilities or third-party products in connection with the removal, repair or replacement of the fixture under this warranty.