



WARRANTY AND RETURN POLICY

1. All RMA claims must be accompanied by an RMA form.
2. You can find and download on bottom of our website at www.libulbs.com
3. After completing form, please send to rma@libulbs.com
4. You will receive an RMA # before you can return the goods.

GENERAL POLICY

- All goods must have RMA # prior to returning for exchange, partial credit or refund.
 - All products shipped back must have RMA number marked clearly on the BOL and on the packaging.
 - The supplier reserves the right to refuse shipment without the proper RMA being shown.
 - The customer is responsible for shipping charges back to the supplier.
 - RMA claims are processed separately, and values cannot be deducted from invoices without a credit note nor can items be replaced without a finalized RMA number.

ELIGIBILITY FOR REFUND OR EXCHANGE

1. Products found to be defective within the warranty period are eligible for refund or exchange at the discretion of the supplier.
2. Products purchased within the last 90 days, must include the original box with original packaging materials in a sellable condition with the return, otherwise we must charge a 15% restocking fee.
3. Intentional and physical damage to products are not eligible for refund or exchange.
4. The final determination of eligibility will be at the sole discretion of the supplier.

RE: TESTING RMA PRODUCTS

All products returned are to be tested before a refund, exchange or credit can be issued.

- If the tested product works properly it will be the responsibility of the buyer for shipping and packaging costs to have product returned.
- If the product does not work, the supplier at their own discretion will replace (if available) or refund the product via a credit note.

RE: MISSING RMA NUMBER ON BOL AND OR PACKAGING

Due to the number of parcels received, without an RMA number your package can easily get lost and therefore we need a RMA number clearly marked on the packaging and or the BOL.

- Any returns without an RMA number marked on the packaging and or the BOL is subject to a 15% restocking fee.
- The supplier reserves the right to refuse shipment without RMA number to ensure your package and contents are not lost.

RE: DAMAGE AT RECEIPT DUE TO SHIPPING (Including large items such as Panel Lights | Troffers | All 8ft Items)

NOTE: Restocking fees may apply depending on the situation. Damages occur when the trucking company employee(s) strap the pallet(s) on the truck to secure the pallet from tipping over. Due to the tension required of the strap and the pressure focused on one single area, boxes can easily break and products can easily be damaged. Libulbs will place sufficient warning however, people can make mistakes and no shipping company wants to pay for these problems. Please follow the following steps to ensure a smooth return:

1. Take as many pictures of the damaged products as possible from multiple angles showing how the carrier improperly handled the shipment.
2. Write on the BOL "Damaged" or "Missing X pcs"
3. Send pictures and copy of BOL to rma@libulbs.com within 3 days of receipt. We will immediately start the claim process.
4. WARNING: If you do not inform us within 3 days and the shipping company is not willing to honor the claim, we reserve the right to also not honour the claim.

