



DECO LIGHTING PRODUCTS RETURN POLICY

DECO Lighting (“DECO”) strives to provide the best quality products and service to meet the high standards our customers deserve. In the event it is necessary to return products, customers should follow the procedure outlined below. For customers who received their products from an authorized DECO distributor, the procedure outlined below should be directed to, and the term “DECO” shall mean, such distributor. Contact information for distributors is available from DECO’s Customer Service at the telephone number and email address listed below

To obtain approval to return product to DECO, customers need to contact the DECO Customer Service staff at (800) 613-DECO Monday through Friday between the hours of 9:00am and 4:00pm Pacific Standard Time (PST) or email Customer Service at RMA@getdeco.com.

If a return is approved, DECO lighting will fax or email a Draft copy which will indicate the item list that have been approved.

- a Return Material Authorization (RMA) number,
- two copies of the authorized RMA form (one for the customer’s records and one to be included with the return shipment),

NO PRODUCT RETURNS WILL BE ACCEPTED BY DECO IF NOT ACCOMPANIED BY A VALID RMA NUMBER. Product without a RMA number will either be refused or returned to customer at customer’s expense. DECO is not liable for loss or damage to unauthorized product returns. Except for issues covered under the DECO limited warranty, all RMA requests must be made within 30 days of the invoice date to be eligible to receive credit. Once issued, RMA numbers are valid for 30 days. Returns received after 30 days will be refused. Customer is responsible for all return freight charges, including taxes, customs and duties if applicable. Do not write addresses,

RMA numbers, etc. on the outside of the manufacturer’s boxes. Any product returned with marked box, damaged box, missing components, (e.g. cables, manuals, etc.), or other damage not caused by DECO will be assessed a higher restocking fee to cover the cost of replacements.

DEFECTIVE/DOA RETURNS

DECO will replace defective or dead on arrival (DOA) product with like product. DECO will not provide credit on Defective/DOA product - unless no suitable repair or replacement is available. DECO will cover shipping charges incurred by customer up to the amount of a standard UPS Ground charge for the return of Defective/DOA product and the shipment of replacement product. For purposes of clarity, DECO will not reimburse or pay for labor or other costs associated with removal of the product, even if it is ultimately deemed to be defective or DOA.

Returned products will be tested upon arrival at the DECO Returns Center. Any product that is determined to be non-defective will be returned to customer, at customer’s expense, and a testing fee of a minimum of 10% of the product value will be assessed.

ALL OTHER AUTHORIZED RETURNS

Returns authorized by DECO for reasons other than Defective/DOA will be subject to a restocking fee and customer will pay all transportation costs associated with the return, including taxes, customs and duties, if applicable.

Product returned in original condition will be assessed a 15% restocking fee. If product is found to be damaged, missing manuals or parts, or original manufacturer’s carton is damaged or missing, a minimum 25% restocking fee will be charged.

Product will not be approved for return or credit under the following conditions:

- Product has been altered.
- Product was not installed or

maintained in accordance with DECO specifications.

- Product was subject to unusual physical or electrical stress, misuse, or negligence.
- Product defect was not related to DECO product functionality, including third-party modifications.
- Product damage caused after receipt of product by customer.

By choosing to request a RMA from DECO, it is implied that customer agrees to the terms of the Return Policy as stated above.

Return Policy

Deco Lighting
2917 Vail Ave.
Commerce, CA 90040

(800) 613-DECO
Fax: (310) 366-6855
Support: (310) 366-6866

www.getdeco.com