



Return Policy

Customer Service Contact Info:

VOLT® Lighting
15486 N Nebraska Ave
Lutz, FL 33549
P: 813 978 3700
customersupport@voltlighting.com

How to Return an Item

Important -- packages without an RMA# will be refused.

Call us! 813 978-3700. You will be given a RMA # (Return Merchandise Authorization Number) along with options for returning the item(s). Refunds and Warranty Exchanges are generally processed within (1) business day of receiving any returned or defective items.

Return and Refund Policy

New products: If you are unhappy with any product for any reason call us for a refund and return instructions. No restocking fees. The item must be new and unused. Return item in its original packaging with all contents with-in 30 days of receipt. The product and packing must be completely new and unused so that the product is able to be sold to another customer without question or concern about the products integrity. The product cannot have been previously installed. No original receipt necessary, we will look up in our system to verify that you bought that item(s) in question from us. After we receive it, we will refund the cost of the item(s). Shipping to and from is not refunded.

Used products: Once a product has been used, it can only be returned if it is defective and falls under the manufacturers warranty. Defective merchandise follows the warranty policies of the manufacturer of that item. For defective items, VOLT® will pay for the return shipping and the shipping of the replacement item(s). Call customer service to get an RMA # (Return Authorization Number). Send the product back. When we receive it, we will test it and verify that it is defective. If it is determined the product is defective, we will send out a replacement with-in 48 hours of receiving the defective

product back. To help expedite getting you a replacement, you can purchase a new replacement item which we will send out same day. We will credit your credit card for that amount when we receive the defective product back. For manufacturer warranty details, please see our terms and conditions section or the warranty policy of that particular manufacturer.

Bulbs / Lamps: will not be accepted for return and refund with the exception of warranty exchanges.

Responsibilities and Conditions: It is the responsibility of the customer to check for missing or broken products in an order. The customer has 7 days after receiving the order to check the contents for damages or errors and report these damages or errors to VOLT®. We will then set up a replacement or exchange for you. Shipping costs of replacement/exchanged products will be covered by VOLT®.

***By placing an order with VOLT® Lighting you agree to our Policies, [Terms & Conditions](#).