



About your purchase.....

Thank you for your purchase from URBAN Lighting. While inspecting your new lighting product(s), you should remember these points in case there is a need to return or exchange an item. While we hope your lighting products will not need to be returned, we understand when the need to return or exchange an item arises. We will make every attempt to facilitate your return in the most professional and trouble free manner possible.

Our return policy is as follows:

All merchandise returned for refund, credit or exchange will be subject to our approval. It must be unused, uninstalled and in perfect condition. It must have all its original packaging material(s) and in its original box. Credit can be issued within 10 days of return date. All returned merchandise is subject to the factory restocking charges, plus the return freight. **Store credits expire after two years.**

1. **Save your sales receipt.** All returns must be accompanied by your sales receipt.
2. **Do not throw away any** packaging material, included with your product(s), such as boxes, Styrofoam, inserts, or promotional material. Returns will not be accepted without the original packaging.
3. All of our lighting products come with a one year factory warranty. Standard 1 year factory warranty will not apply to any products sold off display with or without any additional discounts applied. Items sold off the showroom floor are sold “as is”.
4. **Look over your items carefully** for cosmetic flaws. Read the instructions supplied and install your fixture for correct operation.
5. **Notification** of damaged goods is your responsibility and must be reported in writing within 24 hours of receipt of goods.
6. We recommend hiring a qualified electrician to install your lighting fixture(s). **Urban Lighting** is not responsible or liable for damage due to faulty installation.
7. **Urban Lighting** does not install or un-install lighting fixtures. We can however recommend a licensed electrician to assist you. For a list of our recommended electricians see our web site at www.urbanlighting.net under our services tab.
8. **Halogen lamps:** Avoid touching the lamp with your bare hands. The oil from your hands shortens the life of the lamp.
9. **Low-voltage fixtures:** Please ask an Urban Lighting staff member prior to installing any dimmers. We are not responsible for any damage incurred by dimmers not specified or recommended for your low voltage fixture(s).

We appreciate and welcome your comments. Thank You!

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