

Return & Warranty Policy

1. Returns Eligibility

LED Lighting Concepts LLC ("LLC") accepts returns of standard stock products under the following conditions:

- Return request must be submitted within 30 days of delivery
- Products must be unused, uninstalled, and in original packaging
- Items must be in resalable condition
- Proof of purchase (invoice or order number) is required

Due to the nature of commercial and specification-grade lighting, all custom, modified, configured, or made-to-order products are non-returnable, except in cases of verified defect.

2. Return Authorization (RMA Required)

All returns must be approved in advance:

1. Contact LED Lighting Concepts LLC via email or phone
2. Provide order details and reason for return
3. A Return Merchandise Authorization (RMA) number will be issued
4. Clearly mark the RMA number on all returned packages

Returns without an RMA number may be refused and returned at the sender's expense.

3. Damaged or Defective Products

Any damage or defect must be reported within 15 days of delivery.

To initiate a claim, provide:

- Clear photos of the product and packaging
- Description of the issue
- Installation status

LED Lighting Concepts LLC will, at its discretion:

- Replace the product
- Issue a credit
- Facilitate repair with the manufacturer

Damage resulting from improper storage, handling, installation, or site conditions is not considered a product defect.

4. Shipping & Freight Terms

- Return shipping is the customer's responsibility, unless due to LLC error or confirmed defect
- Original shipping charges are non-refundable
- Products must be properly packaged to prevent damage in transit
- LLC is not responsible for damage incurred during return shipping

We strongly recommend using a trackable and insured shipping method.

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5. Restocking Fees

Approved returns are subject to a minimum 20% restocking fee, which may increase depending on manufacturer return policies and condition of goods.

6. Refunds & Credits

- Returned items will be inspected upon receipt
- Approved refunds or credits will be processed within 7–10 business days
- Refunds are issued to the original payment method or as account credit, depending on terms of sale

7. Warranty

LED Lighting Concepts LLC provides manufacturer-backed warranties on all products.

Typical coverage includes:

- 3–5 year limited warranty (varies by manufacturer/product)
- Defects in materials and workmanship under normal use

Warranty does not cover:

- Improper installation or wiring
- Voltage irregularities, surges, or lack of surge protection
- Environmental conditions outside product ratings (moisture, temperature, etc.)
- Normal lumen depreciation or color shift
- Labor, equipment rental, or re-installation costs

LLC will assist in processing manufacturer warranty claims but does not guarantee labor reimbursement unless explicitly agreed in writing.

8. Non-Returnable Items

The following are not eligible for return:

- Custom or project-specific fixtures
- Made-to-order or configured products
- Installed or used materials
- Clearance or final sale items
- Opened electrical components (drivers, lamps, controls), unless defective

9. Project & Commercial Orders

For large or project-based orders:

- Returns may be limited or restricted
- Manufacturer approval may be required
- Orders become non-cancelable once production has begun
- Lead times and specifications are binding upon order confirmation

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10. Limitation of Liability

LED Lighting Concepts LLC shall not be liable for any:

- Indirect, incidental, or consequential damages
- Loss of profits or project delays
- Labor or equipment costs associated with installation or removal

Total liability, if any, shall not exceed the purchase price of the product.

11. Contact Information

All return requests and warranty claims should be directed to:

Mr. Dave Thomas

LED Lighting Concepts LLC

519 Lovell Road, Suite 301

Knoxville, TN 37932

Phone: +1-865-387-0062

Email: davet@ledlightingconceptsllc.com