

## Return Policies

JUST LED US Inc. prides itself on bringing quality merchandise to satisfied customers. However, in the event that there is a problem with your order, please follow the simple directions below. We can promptly and efficiently correct whatever the problem might be.

If you discover, during the warranty period, that a product fails to materially conform to the applicable specifications, we recommend that you promptly contact us and/or request a Return Merchandise Authorization (“RMA”) number from JUST LED US.

Shipments received without an RMA number will be refused. We ask that you provide a detailed description of the return or of the defect for the return. We will reply promptly with an RMA number for you to return the authorized product, in original packaging, clearly marking the RMA number on the outside of the box for verification purposes. JUST LED US will inspect the product or the Non-Conforming Product. Such Non-Conforming products will be accepted as a return in accordance with JUST LED US published procedures and packaging standards, freight prepaid, applying the RMA number to the outside of the packaging.



At this time, if customer is outside of Canada customer is required to prepay all duties for products returned to JUST LED US.

## Grow Light 90 Return Policy

Please also see, [Grow Light Exchanges \(below\)](#)

### Returns and Refunds

If, for any reason, within 90 days from the date of your purchase, you decide you would like to return a product, please contact JUST LED US Inc. or your sales person of record via phone or email or simply download the following copy ([pdf](#)) or ([word](#)) RMA form to make a request for a number. A return authorization number must be obtained from JUST LED US Inc. or your salesperson and it must appear on the outside of your package in order for your merchandise to be accepted by our shipping department. Please return the merchandise promptly as return authorization numbers are only good for 30 days. Return freight must be prepaid - no C.O.D.'s will be accepted.

## Grow Light Exchanges and Returns

### Exchanges

We do see good faith and reason to make a 'return' or to 'upgrade' or 'downgrade' and it is acceptable that this is a reason of return, within the 90 Day Return Policy. JUST LED US Inc. reminds our customers that it is not acceptable to simply buy said items and return them within the 90 days in a repetitive manner. Therefore, we reserve the right to deny terms of sale if customer has multiple attempts for return of sale.

We suggest keeping your original packaging (customized foam) to safeguard your unit from any damage! We further suggest that the consumer purchase insurance for the shipping of the package. JUST LED US Inc. is not responsible for any damages incurred during transit of returns.

\*JUST LED US Inc. will not accept any products returned without an RMA number.

### Returns

If, all original packaging is contained within your return there will be **no restocking fee**. The returns must be shipped to JUST LED US Inc. in its original package, failure to do so will result in a 10% restocking fee.

\*All grow lights, at the customer's option, are available as custom built spectrum-chipsets. Custom built chipsets will incur up to a 20% restocking fee on all returned items.

For validated warranty claims, JUST LED US will pay for any return shipment or replacement products to customer.

### Warranty Returns for Grow Lights

Please contact JUST LED US Inc. or your sales person of record via phone or email or simply download the following copy ([pdf](#)) or ([word](#)) RMA form to make a request for a number. Please include a short description of the problem with your product.

First and most important, you must have your original sales receipt in order for any warranty to be valid. (A warranty item is valid to the original purchaser/receipt holder). As a second measure, please see [Product Registration](#) as this is the most efficient way to confirm your original purchase. JUST LED US Inc. carries two separate warranties for Grow Light Products. We have Limited Manufacturers Warranty & JUST LED US Inc. Extended Warranty.

You will not be responsible for freight to return the product under warranty to JUST LED US Inc. Do not take your unit to your local retail of record or your sales representative to process a warranty through. You can contact your sales person of record via email for return authorization and send the product directly to JUST LED US Inc. If you elect to send to JUST LED US Inc. a

return authorization number must be obtained from JUST LED US Inc. and it must appear on the outside of your package in order for your merchandise to be accepted by our shipping department.

When we provide you with a return merchandise authorization number via email we will also include a pre-paid shipping label to printout that can be attached to the box. Please return the merchandise promptly as return authorization numbers are only good for 30 days. No c.o.d.'s will be accepted.

**\*JUST LED US Inc.** will not accept any products returned without a RMA number.

The unit must be shipped to JUST LED US Inc. in either its original package or similar package affording an equal degree of protection and with instructions indicating an address to which the repaired unit must be returned.

For the customers who are in need of a light, in emergency situations, where they want to or have to send their lamp in to JUST LED US Inc. for repairs please see our, [Loaner Program](#). If interested, please apply before making arrangements to send your lamp in.

Every effort will be made to correct whatever problem exists. Otherwise, we will, at our discretion, exchange the merchandise or issue appropriate credit.

### **Residential, Commercial, Industrial and Decorative Lighting Returns**

Unopened items, with a receipt, in original packaging and returned within 90 days of purchase will receive a refund to the original method of payment, or will otherwise be received and accepted as an exchange. Items that are opened, used, damaged and/or not in resalable condition may not be eligible for a refund.

**\*JUST LED US Inc.** will not accept any products returned without an RMA number.

### **Residential, Commercial, Industrial and Decorative Lighting Exchanges**

Exchanges are handled in the same manner as product returns. To exchange a product, simply contact one of our friendly customer care specialists via phone or email store within 90 days of purchase, in its original condition and packaging, with your receipt.

Items that are opened, used, damaged and/or not in resalable condition may not be eligible for an exchange.

JUST LED US can verify purchases made using credit, debit within 90 days after the date of purchase. Every effort will be made to correct whatever problem exists. Otherwise, we will, at our discretion, exchange the merchandise or issue appropriate credit.

### **Warranty Returns for Residential, Commercial, Industrial and Decorative Lighting**

Please contact JUST LED US Inc. via phone or email or simply download the following copy ([pdf](#)) or ([word](#)) RMA form to make a request for a number. Please include a short description of the problem with your product.

Most importantly, you must have your original sales receipt in order for any warranty to be valid. (A warranty item is valid to the original purchaser/receipt holder).

You will not be responsible for freight to return the product under warranty to JUST LED US Inc. Do not take your unit to your local retail of record or your sales representative to process a warranty through. You can contact your sales person of record via email for return authorization and send the product directly to JUST LED US Inc. If you elect to send to JUST LED US Inc. a return authorization number must be obtained from JUST LED US Inc. and it must appear on the outside of your package in order for your merchandise to be accepted by our shipping department.

When we provide you with a return merchandise authorization number via email we will also include a pre-paid shipping label to printout that can be attached to the box. Please return the merchandise promptly as return authorization numbers are only good for 30 days. No c.o.d.'s will be accepted.

Every effort will be made to correct whatever problem exists. Otherwise, we will, at our discretion, exchange the merchandise or issue appropriate credit.

### **Exceptions**

- \*Returns, exchanges or warranties on an item without a receipt may not be accepted.
- \*A defective item is subject to the manufacturer's warranty and will be repaired or replaced. JUST LED US will help you with your warranty claims.

