



**Optec LED Lighting, Inc**  
13040 W Lisbon Rd Unit 400  
Brookfield, WI 53005  
**Phone:** 888-743-5220  
**Fax:** 909-212-7745  
**Email:** customerservice@optecled.com

## RETURN POLICIES

### RETURNS

---

Fixtures that were factory custom orders or otherwise configured and altered to accommodate Customer requested wattage, voltage, CCT, CRI or lens types are not returnable; otherwise, returns will be accepted if prior authorization is obtained from Seller, which authorization shall be in Seller's sole discretion, the product is in resalable condition and in the original, undamaged manufacturer's package with sales receipt or invoice. Credit will be issued, if at all, based on Customer's purchase price for the returned product less any vendor restocking charges, freight, insurance, and other expenses of disposal.

Examples of what is accepted and not accepted returns are listed below.

#### STOCK ORDERS

- Stock orders can be returned within 90 Days of sale with 25% restocking fee.
- Returns over 90 Days will be accepted with company approval with specified restocking charges.

#### NON-STOCK and SPECIAL ORDERS

- Non-stock and special orders may be returned within 90 days of sale upon authorization plus all applicable restock and shipping/freight charges.
- Non-stock and special orders over 90 days are NON-RETURNABLE.

#### OTHER

- A fixture is NON-RETURNABLE once installed.
- All requests for returns must have a receipt or invoice copy.
- Credit will be issued to account after inspection accordingly.