

Pine Lighting Victoria

Warranty and Return Policy

RETURN POLICY

Return of goods must be made within 30 days in "as new" condition, in original packaging and accompanied by a receipt.

All special ordered items will be subject to a restocking fee if returned within 30 days in original condition and in packaging with all parts and pieces accounted for. Fixtures that are brought back and not packed back into the box in box in "as new" condition may be refused return or incur a restocking fee of at least 35% at Pine Lighting's discretion.

Customers are responsible for going over the order confirmation and produced a signed copy to us and/or confirm by email stating that the order is correct and that what is being ordered is indeed the correct product.

WARRANTY INFORMATION

All Product is covered by a 1 year manufacturer's warranty. (Excluding light bulbs unless otherwise stated - for example LED bulbs and LED fixtures have differing warranties that vary between manufacturers).

The manufacturers warranty does not cover labor, material, charge backs or any additional costs that may occur for the removal and installation of the fixture or replacement parts. This warranty is limited to the repair or replacement of the product only and that Pine Lighting is not responsible for any labor incurred. Use of incorrect installation methods and/or bulb wattage will void the warranty.

This warranty does not apply to products that have been incorrectly installed, misused, including improper maintenance, incorrect lamping or fluctuations directly relating to supply voltage. Failure to follow the installation instructions and location and use of the fixture including the use of harsh chemical cleaners or other such damage will void the warranty.

Items not eligible for returns/credit include:

- Any item that has been bought on Clearance - including showroom blowout models and inventory sale items.
- Any item that has been assembled, installed, modified or used in any way. (including cut/clipped wires.
- Any item that is not in resalable condition.

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- Any item that is not in the original box with sufficient packaging materials or parts required to resell fixture.
- Large orders: (Orders containing 6 or more of a single item or orders with an invoice total greater than \$500). When ordering large quantities, we suggest ordering a sample for evaluation.
- Light bulbs, parts, and shades.
- Any item not purchased from Pine Lighting - Victoria Location.
- Any Shipping and Handling charges.
- Lamps supplied with fixtures are not warranted unless otherwise stated.

If you have a warranty issue please send photos and a description of the problem to pinelighting@gmail.com and we will do our utmost to assist you.