

LumiGrow Pro Series E Product Warranty

BY PURCHASING FROM US, YOU AGREE TO THESE TERMS AND CONDITIONS. No other terms shall apply except as agreed in writing signed by us. We reserve the right to correct typographic errors and reject orders. LumiGrow reserves the right to modify or cancel this warranty at any time without notification.

LumiGrow® Product Warranty Policy US / Canada

LumiGrow, Inc. warrants to the purchaser of its LumiGrow products, when shipped in its original carton, that they will be free from defects in materials and workmanship for the time period set forth below. During the warranty period, LumiGrow, Inc. will, at its option, either repair the defect or replace the defective product or part thereof at no charge to the purchaser for parts during the warranty period.

The LumiGrow Pro 325™, Pro 650™, Pro 325e™, Pro 650e™, fixtures carry five (5) year warranties from date of purchase.

Peripherals, accessories and other ancillary items purchased from LumiGrow, Inc. will carry their manufacturer's standard warranty.

This warranty does not apply to any product which has been damaged, defaced, subjected to misuse, abnormal service or handling (including shipping damage), or which has been altered in design or construction.

The warranty described above is in addition to whatever implied warranty may be granted to purchaser by law. (All implied warranties, including the warranty of merchantability and fit for use, are limited to the period(s) from date of purchase set forth above).

Neither sales personnel of the seller nor any other person is authorized to make any warranties other than those described above, or to extend the duration of any warranties beyond the time period described herein.

The warranty described above shall be the sole and exclusive warranty granted by LumiGrow, Inc. and shall be the sole and exclusive remedy available to the purchaser.

Correction of defects, in the manner and period of time described herein, shall constitute complete fulfillment of all liabilities and responsibilities of LumiGrow, Inc. to the purchaser with respect to the product, and shall constitute full satisfaction of all claims, whether based on contract, negligence, strictly liability or otherwise.

In no event shall LumiGrow, Inc. be liable or in any way responsible for any damages or defects in the product which were caused by repairs or attempted repairs performed by anyone other than LumiGrow, Inc.

Nor shall LumiGrow, Inc. be liable or in any way responsible for any incidental or consequential economic or property damage. Some states do not allow the exclusion of incidental or consequential damages so the above exclusion may not apply to you. This warranty does not apply to improper installation or grounding, acts of God, such as lightning strikes and/or electrical line power surges, floods, earthquakes, hurricanes, tornados, vandalism, vermin such as slugs, ants, rodents, etc., or improper electrical connections.

Warranty Service Procedures

In order to enforce the rights under this limited warranty, the purchaser must notify LumiGrow, Inc., of a warranty claim by contacting (800) 514-0487, ext. 2. At that time, the purchaser will be asked to provide dated proof of original purchase. Acceptable forms of this shall be a photocopy or scanned image of the dated original invoice faxed or emailed to LumiGrow, Inc. The purchaser will also need to provide a full description of the type of problem occurring, a contact name, address and telephone number and/or email.

LumiGrow Satisfaction Guarantee

LumiGrow wants you to be thrilled with your new lighting purchase. However, if you need to return an item, we're here to help.

All eligible LumiGrow products carry a 14-day satisfaction guarantee beginning from the day the product is received at the customer's shipping address. Ineligible products include LumiGrow Certified Refurbished lighting fixtures, discontinued products and software.

To process your return, please contact LumiGrow Customer Support at (800) 514-0487, ext. 2.

Return shipping charges are the sole responsibility of the customer.

Should you wish to make an exchange, our friendly and knowledgeable sales staff is available to help you find the product that best fits your needs.

You can buy LumiGrow with confidence as every product we ship is covered by one the industry's best warranties, unless otherwise noted.

Returns

All returned merchandise must be in the original packaging with the UPC or bar code intact along with all components and accessories. Product that is returned incomplete, or damaged – if accepted – will require a deduction. This deduction is final. A 25% restocking fee will be applied based on the original sales price.

30-day money-back guarantee does not apply to special orders.

Please have the following information readily available before contacting your LumiGrow reseller or LumiGrow Customer Support: date of purchase, model name and serial number of the product. Buyer will be given RMA number for return authorization for defective material to be noted on all material being returned.

Notice of defective or short shipped material must be made by the buyer to LumiGrow, Inc. in writing within 24 hours from time of delivery. Failure to give notice within 24 hours shall constitute an absolute unconditional waiver by the buyer.

Credits

Credit will be issued after our warehouse receives, inspects, and processes your return; however, if the purchase was made by credit card your credit card company determines when the issued credit will be reflected in your statement.