



BRINGING THE OCEAN TO YOU,
WHEREVER YOU MAY BE.™

L I F E T I M E P O L I C Y

QUALITY, DEPENDABILITY, AND CUSTOMER SATISFACTION GUARANTEED

The Aquatic Life Limited Lifetime Repair Policy stands firmly behind every light fixture manufactured by Aquatic Life.

For the life of your fixture, we will perform all labor to repair your light fixture
FREE OF CHARGE.

(You only pay for parts and shipping.)



Customer Support

Call 1-888-548-3480
Monday-Friday 8AM - 4PM (Pacific Time)
customersupport@aquaticlife.com

For a complete list of
aquarium products that meet the
demanding needs of serious aquarists
visit www.AquaticLife.com



LIGHT FIXTURES

For the complete
Limited Lifetime Repair Policy
visit www.AquaticLife.com

Limited Lifetime

REPAIR POLICY



LIGHT FIXTURES

What Is the Limited Lifetime Repair Policy?

This Policy applies to any light fixtures manufactured by Aquatic Life for consumer use. This Policy applies even if you purchased the light fixture used.

How Long Does the Coverage Last?

This Policy is in addition to Aquatic Life's standard 12 Month Limited Warranty and lasts for the lifetime of your light fixture, provided your light fixture is not beyond repair. A light fixture will be considered beyond repair if the cost of replacement parts exceeds the cost of replacing the light fixture.

How Do I Get Service?

If something goes wrong with your light fixture, submit a Service Request to Aquatic Life at our website: www.aquaticlife.com.

To submit a service request, we require you to provide a Visa or MasterCard number which will be used to pay for the shipping charges. Aquatic Life will supply all shipping materials (including mailing labels) and instructions for safely shipping your light fixture to us.

Upon receipt of your light fixture, our Service Department will give it a complete inspection and evaluate the problem(s) specified in your Service Request. Prior to performing any work on your light fixture, Aquatic Life will contact you with a cost quotation for the parts required to fix your light fixture. If you decline to have the light fixture fixed, Aquatic Life will send the light fixture back to you, and we will only charge your credit card for the shipping charges. If you authorize us to

What Will Aquatic Life Do?

Aquatic Life will perform all labor to repair your light fixture FREE OF CHARGE. You must pay all charges for parts and shipping.

What Does This Policy NOT COVER?

- The costs of parts and shipping are not covered by this Policy.
- Aquatic Life does not sell lamps, including but not limited to T5, CF, and HID lamps, for consumer use.
- Aquatic Life light fixtures that are marked "Store Fixture Only" or any similar designation are not covered under this Policy.
- This Policy does not apply to customers outside of the United States.

perform the repair, we will charge you for parts and shipping as identified in our cost quotation, and we will perform the repairs FREE OF CHARGE, which means you do not pay for any labor charges.

If we are unable to complete the repairs, you will not be charged for any parts or labor, your light fixture will be returned to you, and you will only pay for shipping. Once repaired, we will ship the light fixture back to you. Usual repair times are 5-7 business days plus shipping transit times.

If needed, Aquatic Life will provide you with a temporary replacement light fixture at no cost while Aquatic Life is repairing your fixture. A credit card deposit will be required to secure the temporary replacement, pay shipping costs and any other charges incurred in connection with this Policy. The same box used to send the temporary fixture can be used to safely ship your fixture to Aquatic Life.