



Antares does not pay return shipping/handling for defective merchandise. Shipping/handling charges are non refundable. Items received and deemed defective will be repaired/exchange and shipped back to the customer free of charge. Our turnaround is typically 1-2 business days.

How to obtain an RGA (Return Goods Authorization) number

1. Login on our website at www.antareslighting.com
2. Click on the support tab
3. A drop down menu will appear, click on (RGA Request Form)
4. Fill out the online form and press send

RGA numbers will be valid for 14 days. The returned package must be received within 14 days from the date it was issued. All packages must have the RGA number written on the exterior of the box or on the packing slip.

Products that are not eligible for return will be sent back at the distributor's expense include but are not limited to:

- Any product not purchased from Antares Enterprises
- Any product that is returned without all the original packaging and accessories.
- Any product that is missing the serial number and part number
- Any product that is missing the warranty label
- Any product that exhibits physical damage

Standard Exchange

Antares will ship your product replacement after the item has been received and evaluated. Please note this method will take longer to obtain a replacement than the cross-ship method due to shipping times from your location and our warehouse. The average turn-around time is normally 2 business days after the product has been received at our warehouse. Our certified technicians evaluates each returned product and will determine its functionality.

Advanced Exchange

If replacement product is required immediately, please place a new exchange order. Antares will ship your product replacement provided that you place an order for the exact material to be returned. Antares will issue a credit within 2-3 business days once the item is received and tested. The refund will be in full including the shipping charges applied on the cross shipment provided the return items prove to be defective. Please note that if the items are found in working condition, the customer is responsible to pay all advanced replacement fee.

Note: Any unused item will receive a full refund within the first 30 days of the original invoice date.

Note: After 30 days any product returned will be subject to a 25% restock charge.

Note: No exchanges or refunds will be accepted past 90 days for non-defective products.

Note: Refund is based on the current market value and may decreased over time.