

Returns

If you need to ask for a return, use the [contact form](#) (link for the contact form) or email support@radglow.com.

We'll replace your RADglow product for free, and we'll even cover shipping. Please note: We MUST receive LED strips before we ship out the new ones.

If broken a 2nd time, we'll replace the item for the cost of the LEDs. Shipping is not covered in this case.

We accept only returns of undamaged and unused products, within 30 days of receipt (for international orders, 30 days from shipment). Any returns after 30 days are in store credit only **if the return is approved in advance**. All returns are credited as store credit upon receipt for international orders or for PayPal / Credit card orders after 30 days of payment.

There is a 5% re-stocking fee for orders returned valued at \$500 or more.

Customers are responsible for return shipping costs unless the product arrives damaged or defective.

Do not hesitate to contact us before sending any package or if you have any issues. We'll do our best to help you out!