

Lumina Products

Return Policy

Purchase with Confidence

We know that shopping online can be a nerve-racking process. At Lumina Products, we try to ease your mind and make that process as pain-free as possible.

Return Policy

Order Changes or Cancellations

Orders are typically processed within 2 business days after order has been placed. Changes or cancellations are only possible for orders that have not yet shipped or are on backorder. Custom orders cannot be canceled or changed.

Returns and Exchanges

Return Orders will incur a 20% restocking fee. You are responsible for any return freight. All returned items must arrive to us in the original packaging, include all original packing materials, and be unused. Orders not returned in original packaging are subject to denial of refund.

After 30 days, all sales are final.

Product is subject to damage during transit. Be sure to thoroughly inspect items upon arrival and check for any damage. Claims for damaged items must be made within 3 business days after arrival. To file a damage claim, please call us at (877) 395-0888 and we will be happy to work with you to resolve any issues. If your order is received damaged, with correct documentation from you provided within the specified timelines, we will either repair or replace your item.

BEFORE SIGNING WITH FEDEX/DHL, photograph all damage, starting with the exterior of your package. Note on the form, before signing, that the package is damaged. *See our Delivery Inspection Instructions.*

Warranties

All AFIRE Products are warrantied for 2 Years against defects in workmanship and materials.

AQUAFIRE is warrantied for 1 year against defects in workmanship and materials.

You must ensure you have correctly installed your unit. That no 'hard' water has been used to fill these units. And that all proper plumbing and electrical connections and requirements are met not to void the warranty (We strongly suggest taking pictures of your installation). We reserve the right to assist you in repairing any warranty defects in your home as most repairs can be completed within 1 hour once proper parts are received. We will work with you directly for simple repairs and provide warranty parts free of charge. Should a technician be necessary we will work with you to identify a qualified technician dependent upon the issue you encounter.