

Installation Instructions

WARNINGS

For your safety, please make sure all electricity is OFF while installing. Failure to do so can result in electrocution which can cause medical issues or death.

ASSEMBLY & INSTALLATION

*This fixture requires two or more people to install



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CARE INSTRUCTIONS

Fixture cleaning should be done on an "as needed" basis and no less than once per year to insure proper function and structural integrity.

Fixtures should be turned off or disconnected from the power supply when being cleaned to prevent electrical shock. Use extreme care when cleaning near wire, sockets or other electrical components to insure that they remain dry and free of moisture.

Painted finishes, plated finishes and metal finishes with a clear lacquer topcoat should be cleaned using a soft, non-scratching cloth. The cloth can be dampened in plain water or a mild, non-corrosive, non-abrasive soap and water solution. Do NOT clean fixtures with any cleansers containing bleaches, acids, or abrasives of any kind.

Acrylic and/or resin lenses can be cleaned using a soft, non-scratching cloth which may be dampened in plain water or a mild, non-corrosive, non-abrasive soap and water solution. Do NOT clean lenses with any cleansers containing bleaches, acids or abrasives of any kind. Windex™ or other glass cleanser should not be used except on glass only. However, the lens must be removed from the fixture to prevent overspray onto the adjacent metal finishes or else the finish may be become damaged.

Fabric shades should be gently dusted or cleaned with a clean cloth or upholstery brush or vacuum attachment on a regular basis. The shades are fragile and care needs to be taken not to indent or damage them.

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PRODUCT WARRANTY

Fixtures are guaranteed against mechanical and electrical defects for a period of two (2) years from the date of shipping. All finishes, are guaranteed for a period of one (1) year from the date of shipment provided that the finish has been properly maintained. Our guarantee is limited to the cost of repair or replacement of the defective product, excluding, but not limited to electrician's fees or equipment rental.

All guarantees and warranties shall be null and void if fixtures are altered in any way. Should a fixtures be removed and reinstalled insure that all safety hardware and cables are (re)attached and secure, all fasteners are tightened and that all electrical and mechanical components are in good working order prior to placing back in service.

Our warranty is limited to the cost of repair or replacement of the defective product excluding but not limited to electrician's fees and equipment rental.

RETURN POLICY

At The Vault, we are committed to your complete purchase satisfaction and take pride in the exceptional quality and craftsmanship of our products. Our attention to detail in design, material and construction is unyielding. And so is our commitment to customer satisfaction.

Installation Instructions

DAMAGES

Unfortunately, fragile items are sometimes damaged in shipping. We also understand the need to pre-order and plan for your design needs. As part of that process, we ask that you examine all your items and their respective parts individually once they arrive so that any damage claims can be made immediately. If your item arrives damaged or with parts missing, notify us within 14 days of receipt of the item. We will arrange for a prompt replacement of the item. We also request that you provide photos of any damaged product along with the product packaging. Please contact our Customer Service team and we will be happy to replace the item or send replacement parts as soon as possible. In some instances, it is possible to repair damages and/or defects with replacement parts. When this is the case, we reserve the right to use this as a solution.

RETURNS

We want you to absolutely love your purchase and are committed to your complete purchase satisfaction. Our attention to detail in design, material and construction is unyielding. And so is our commitment to customer satisfaction. We accept returns within 30 days of receipt unless otherwise noted on the product page.

However, we cannot accept returns on:

- Open box items
- Closeout, final sale and clearance items
- Any product that has been modified, installed, or used in any way (including cut, clipped or stripped wires)
- Items that are not in resalable condition or items missing the original packaging that are not defective or have not been damaged in shipping.

1. To return an item you must obtain a return authorization number (RA#) and we will provide you with one and the address where the package has to be sent. Request for an RA# should be done at concierge@vault-light.com or call 888-444-2450 between 9 am and 5 pm Pacific Time.

You are responsible for shipping the product back to us and we will credit your account within 7 business days of receiving and inspecting the product in our warehouse plus a 15% restocking fee. Initial shipping charges are not refundable.

To ensure the product arrives safely, pack your return securely. We highly recommend that you return the product via the shipping method/carrier we used to send it to you or via insured US Mail or UPS Ground. Retain your shipping receipt for your records.

2. Please mark the appropriate reason for returning as well as your intention, Exchange or Refund in the invoice/packing list we sent to you. Enclose one copy of the packing list or invoice with the item. Be sure to keep one copy of the packing list or invoice for your personal records.

3. We will neither accept returns nor credit customers if products are returned in the following conditions: stained, soiled, stripped, or damaged in any other possible way. Items must be returned in saleable condition.

4. **All products must be returned within 30 days of delivery of your order**, in good saleable condition, in their original packaging, with all their accessories and the return form attached to ensure credit.

5. **Returns received past 30 day delivery date will not be eligible for credit** and will not be returned to the customer.

6. **Custom-made-fixtures or modified fixtures are NOT returnable** nor refundable.

7. Eligible refunds will be credited to the original payment method (with any applicable taxes) less a 15% restocking fee.

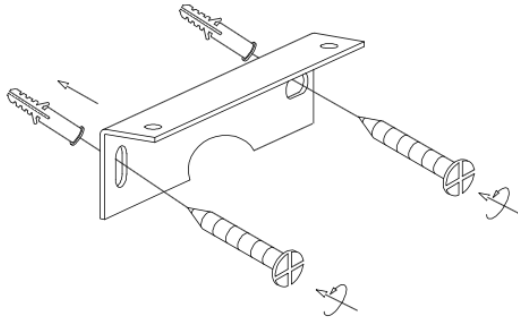
8. For credit card refunds please allow one to two statements for credit to appear.

If you have any question on your return/exchange/refund please send us an email to concierge@vault-light.com attn: Return Dept

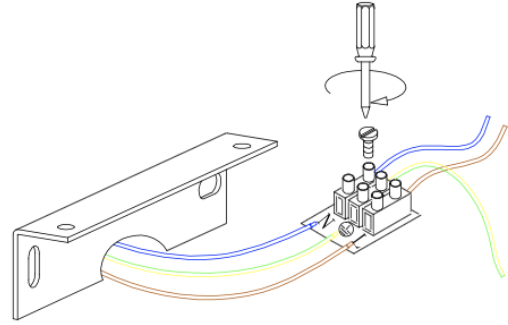
Products eligible for return/exchange include items in original, new, uninstalled condition with all original parts, tags, and packaging. To initiate a return please call **888-444-2250**.

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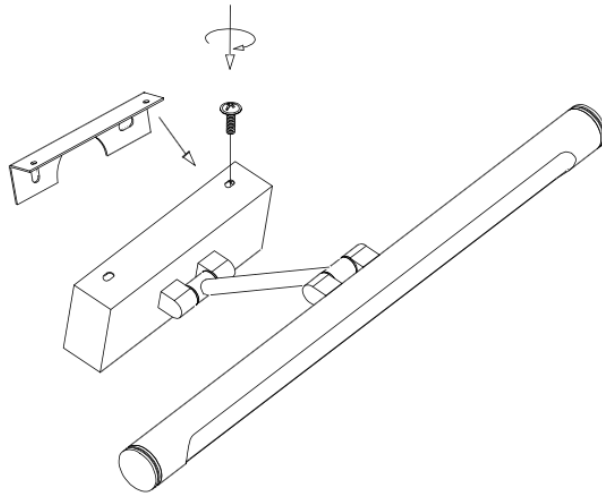
Installation Diagram



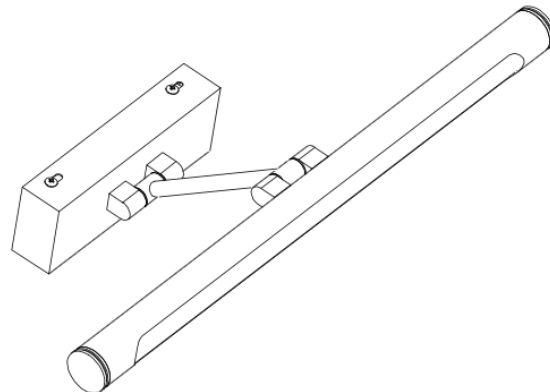
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Installation Instructions

