

POLICIES

Shipping damage

We take the utmost care to package our products meticulously, but occasionally damage can occur during shipment. If you receive your product with any damage, please contact info@thelightfactory.net within 7 days of receipt.

You'll need to provide clear photos of the damaged box, packaging and/or product. Please keep the damaged box for inspection by carrier, if needed.

Warranty

The Light Factory offers a one year warranty on all products. Our warranty is limited to repair or replacement of the item only and does not cover damage from improper use or normal wear and tear. Incorrect installation or failure to follow our care instructions will void the warranty entirely.

Returns

We want you to be 100% satisfied with your product. You may return your fixture for any reason by contacting info@thelightfactory.net within 7 calendar days of product receipt.

Product must be returned in new and salable condition, **not previously installed**, using the original packaging materials within 7 calendar days of notification for refund to be issued. A 20% restocking fee will be deducted from the refund. Highly customized fixtures and sale items are not eligible for return. Client is responsible for return shipping fees.

MAINTENANCE

Replacing Light Bulbs

All our bubble fixtures come with LED bulbs installed. It's important to order the same shape of bulb when a replacement is needed. If you need help determining what size bulb you have, please visit www.thelightfactory.net and find your fixture's cut sheet in the "download" menu on the product page.

It's easiest to change a bulb with two people. Since each bubble is applied by hand (and moveable), one person can hold the bubbles to the side while the other unscrews the bulb and changes it out like normal. Take care not to let the bubbles bump into each other to prevent damage.

Cleaning Bubbles

Before cleaning the glass bubbles, please make sure your chandelier is turned off and cool to the touch. Using the provided gloves, gently wipe the glass bubbles to remove dust and fingerprints.

For a heavier cleaning, you may use a solvent-free glass cleaner on a lint-free paper towel or cloth. Never spray directly on bubbles.

Frosted bubbles should be cleaned while wearing provided gloves, since the frosted finish is absorbent. Do not use any liquids, just a lint-free microfiber cloth or feather duster to remove dust.

Take care not to pull on the wire attachment or let the bubbles knock into each other.

Cleaning Cords & Finishes

Powder Coated White and Black Metal

Using a clean microfiber cloth, wipe clean with warm water and a small amount of mild soap. Avoid using any harsh abrasive cleaners to clean this finish.

Raw Brass

Our unlacquered solid brass is a hand-polished living finish that will gradually develop a rich color and exquisite patina. To maintain, lightly dust with a clean, dry microfiber cloth. To remove any patina or add shine, use a brass cleaner as directed. We recommend Brasso.

Polished Nickel

Polished nickel is a living finish with a mirror-like reflection. Dust with a clean and dry microfiber cloth. We recommend Wenol Metal Polish, and avoiding harsh cleaners.

Brushed Nickel

Wipe finish clean with a soft, damp rag or microfiber cloth. Do not use glass or hard-surface cleaners containing alcohol or ammonia to clean brushed nickel.

Jute and Cotton Rope

Remove dust using a clean, lint-free microfiber rag or feather duster. For heavier cleaning, use a mild soap for your cord material. We recommend covering the bubbles with something to keep them clean.

Leather

Pat down the leather with a damp cloth to clean. Avoid using a wet cloth or immersing the leather in water. We recommend covering the bubbles with something to keep them clean.