



Warranty Request - Terms

ORACLE Lighting | 3131 N I-10 Service Rd W, Ste 100 B (Rear Dock), Metairie, LA 70002 | (800) 407-5776

Product Warranty Terms

Is my purchase covered under warranty?

All ORACLE Lighting products come with a limited warranty. ORACLE Lighting will repair or replace any defective part free of charge once defective part is returned. ORACLE Lighting reserves the right to have the product manufacturer inspect, test, and diagnose the defective part to see if the defect was due to factory error or customer negligence.

How do I send my product in for warranty?

Be sure to include our Warranty Request Form AND a copy of your original receipt. A Return Authorization Number (RMA#) is necessary for all returned packages. Failure to do so will result in your package being refused.

Please provide the most up-to-date contact information. Based on the description of the problem, our customer service team may need further information. After three (3) attempts to contact you without receiving a response, the product will be field-destroyed and will no longer eligible for warranty.

Please send to: ORACLE Lighting

Attn: Warranty Department

3131 N I-10 Service Rd W, Ste 100 B (Rear Dock), Metairie, LA 70002

What is the time estimate to process a refund, exchange, or repair?

Please allow a processing time of 2-6 days for a defective part to be repaired, replaced, or exchanged contingent on all necessary components being available in stock at the time.

NOTE: Returned products which are found by ORACLE Lighting to be not defective, out-of-warranty or otherwise ineligible for warranty service will be shipped back to customer at the customer's expense. Replaced products/parts, whether under warranty or not, become the property of ORACLE Lighting.

What will void my warranty?

Oracle Lighting will, subject to customer's compliance with the return procedures set forth below, repair or replace the hardware found not to operate in accordance with the hardware specifications, so long as customer has properly operated the hardware and used it in conformance with such specifications.

Warranty is not transferable. If the product is removed, uninstalled, transfers ownership, or is otherwise parted from its original installation then warranty becomes void. Broken or cracked products are not eligible for repair or replacement. Warranty does not cover scratches, scuffs, etc. due to normal wear and tear of any product.

Warranty does not cover damage due to improper installation. We understand that some products may be modified in the course of installation or use by the customer to suit a particular need. However, opening, disassembling, cutting, altering, extending wires, or otherwise modifying any product in a manner that compromises the functionality of the item will void the product's warranty.



Warranty Request – Form to Return

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Customer Name

Date

Email Address

Phone Number

Customer Return Address (No PO Boxes)

Apt/Suite No.

City/State

Zip Code

Type of Product/Color

Quantity

Where did you purchase your product?

Original Order Number

Purchase Date

Describe the problem:

I understand my returned package needs this Warranty Request Form, a copy of the original receipt, and my Return Authorization Number (RMA#). I acknowledge that my failure to do so will result in my package being refused.

I acknowledge that ORACLE Lighting will test all items sent back under warranty. If the items are found to be working properly or are out-of-warranty, I am responsible for the shipping cost for the product to be returned.

By signing below, I acknowledge that I understand the terms and have followed all of the specified instructions.

Signature

Date