



Is my purchased covered under warranty?

All ORACLE Brand Products sold by ORACLE LIGHTING 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. Customer is responsible for all shipping charges.

NOTE: The Warranty does not cover damage due to improper installation. ORACLE LIGHTING carries a full line of replacement parts in our "PARTS BIN" section. Please be sure to ship your item by insured, traceable means, such as UPS insured or insured mail.

Please send to:

ORACLE LIGHTING
Attn: Warranty Department
3817 Division St
Metairie, LA 70002-3121

Be sure to include our Warranty Request Form **AND** a copy of your original receipt. Without your receipt we will not be able to verify your purchase and therefore cannot issue any warranty product or service.

What are the time estimates 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.

NOTE: The customer is fully responsible for delivering the product to its seller or to ORACLE LIGHTING, and ORACLE LIGHTING is responsible for returning the product if it is found to be defective. 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 custom's expense. All replaced products and parts, whether under warranty or not, become the property of ORACLE LIGHTING.

ORACLE LIGHTING

WARRANTY REQUEST FORM

Customer Name	Date
Email Address	Phone
Return Address (No PO Boxes)	Apt. or Suite No
City/State	Zip Code
Type of Product/Color	Quantity
Original Order Number:	
Describe problem:	
Where did you purchase your product:	Date Purchased:
<p>I acknowledge that ORACLE LIGHTING will test all items sent back under warranty. If the items are found to be working properly or out-of-warranty, then I am responsible for the shipping cost for the product to be returned</p>	
Signature	Date