



terms and conditions

Shipping:

Bulb offers free UPS ground shipping to the 48 contiguous United States on all orders over \$100.00 except for any special orders (custom, oversized or quantities of 5 and over of any one style). In stock items will be shipped within two business days from receipt of order. All other items will ship directly from the manufacturer's warehouse within 2 weeks in most cases. If an item is on backorder you will be contacted immediately and given the opportunity for a full refund.

Damaged Goods:

Any product that is received damaged must be reported within 48 hours of receipt. Bulb will not accept responsibility for any damages not reported within this time frame. Upon receiving notification that your product is damaged, Bulb will file a claim with the shipper. Claims typically take 8-10 business days to process. Please do not discard the damaged product until you receive instruction from Bulb. After the claims process has been completed, Bulb will send a replacement fixture at no cost to you. Failure to follow this procedure may result in a charge for the free replacement item.

Products received with broken glass or dented shades are not considered defective. In such a case, we will provide replacement glass or shades at no additional charge. Should you wish to return a product that was received with broken glass or a dented shade, the standard return policy above will apply.

Returns:

Bulb offers full refunds on **UNUSED** and **UNINSTALLED** products returned in the original manufacturers packaging (exactly as you received it). Customers are responsible for return shipping charges and any damage that occurs in transit back to Bulb. We recommend purchasing shipping insurance when returning items. We will not accept returns for special orders. Bulb will deduct shipping charges from the original sale total on all orders that free shipping was applied to. All orders **MUST** be returned within 15 days of receipt of merchandise. No returns will be accepted after 15 days and items will be refused and consequently returned to the customer and no refund will be given. **YOU MUST REQUEST AND ATTAIN AN RGA NUMBER** (Return Goods Authorization Number) before you can return any merchandise. To obtain an RGA please contact customer service via email at kazan@bulblighting.net or call 215-732-2224.

Cancelled Orders:

You may cancel an order that has not been shipped unless it is a special order or customized product. Any cancellation fees imposed by the manufacturer will be your responsibility and will be deducted from any refund. All cancellations must be confirmed in writing or email by our returns department.

Warranty:

Bulb does not directly warranty any products. The original manufacturer's warranty applies to all product and is available on request.

Sales Tax:

Sales tax will be applied to all orders shipped to Pennsylvania addresses. If your company is tax exempt please provide necessary documentation prior to submitting your order.