



## Lightware Americas Return Policy

We strive to ensure customer satisfaction with every purchase of Lightware gear. If for any reason you're not satisfied with your equipment, you may return it subject to the following conditions:

### Returns within 30 days -

- You may return the equipment for full credit within 30 days of the original purchase-invoiced date.
- All Cables, UD Mounting Plates, UD Mounting PSU, Rack Shelves, Mounting Brackets, UD Kits and UD Kit doubles are not accepted for any returns.
- The unit(s) must be unopened in the original boxes and include all original accessories and materials. The boxes must be free from stickers or markings.
- If the item has been opened or the box has any stickers or markings and/or used prior to its return, any damage or missing components will incur a minimum charge of 15% restocking fee per item as a result of the condition of the equipment returned.

### Returns after 30 days -

- Lightware offers a generous return policy up to 120 days.
- After 30 days the standard restocking fee starts at 25%
- The fee will increase by 10% for every 30-day period after the initial 30-days from the original invoice date. We do not accept any returns after 120 days.
  - # of Days      Restock Fee
  - 0-30=          0%
  - 31-60=        25%
  - 61-90=        35%
  - 91-120=      45%
  - 121+=        100%

To initiate a return, please email [RMA.NA@lightware.com](mailto:RMA.NA@lightware.com) for further instructions.

Please note that all returns are subject to inspection upon receipt, and any damage or missing components may result in additional charges. Any damage, missing components or stickers or markings on the box will incur an additional minimum charge of 15%.

We reserve the right to refuse returns that do not meet the above conditions or show signs of misuse or tampering.

Once the units are received and verified that they are factory sealed, unopened, and free from stickers or markings in the original boxes with all the accessories and power supplies we will apply the credit to your account, and forward the credit memo for your records. Credit memos are to be used on open or future orders.