

RETURN POLICY



Return & Exchange Policy

Items purchased through JL Lighting may be returned within 30 days from date of purchase. To ensure a refund or exchange, the returned items must be in its original packing, unopened condition and be accompanied by an invoice. We reserve the right to research the original purchase and to provide, limit, or decline a refund or exchange. Please see the Return Instructions and Return Rules & Restrictions below for details and exceptions to the return policy.

Rules & Restrictions:

Please note that we may decline your return and deny you a refund or exchange for the reasons listed below.

- Your return was outside of the 30 day return period
- The item appears used, damaged or opened
- You did not include the item's original packaging and all paperwork, parts and accessories
- Your return was not accompanied by a proof of purchase

Note: There is a 30% restocking fee for returns within the 30 day period. Shipping must also be prepaid by the purchaser.

Refunds (if applicable):

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed. A credit will automatically be applied to your account within 15 days.

Late or Missing Refunds (if applicable):

If refund is approved and has not been received post 15 days, please check for pending transaction. After checking the account and there is no pending payments please contact your financial institution (this may take some time before your refund is officially posted).

If after completing the steps above and you still have not received the refund, please contact us at RMA@getjl.com.

Exchanges (if applicable):

We only replace items if they are defective or damaged. If the purchaser needs to exchange it for the same item/s, please email at RMA@getjl.com and send the exchangeable item/s to:

JL Lighting
4505 Peachtree Industrial Boulevard
STE D
Berkeley Lake, GA 30092
United States

Note: Depending on the location, exchanged products may vary in delivery time.