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warranty

All Ultralights fixtures are warrantied against defects in the materials and workmanship for a period of one year from date of purchase. This warranty is expressly limited to repair or replacement by Ultralights (not to exceed the original purchase price) and is voided by misuse, incorrect installation, or modification.

Ultralights shall provide each product with a one year warranty against finish and electrical defects when installed per instructions and all applicable codes. Any modification voids all warranties, expressed or implied. All products must be opened upon receipt and factory defects or concealed damage must be reported within 10 days of receipt. Ultralights shall not be responsible for damage or defects after 10 days. Warranty limited to the original purchase price.

warranty returns

Factory defective returns must receive prior written authorization within 15 days of the ship date. Please call for Returned Goods Authorization (RGA). Ultralights cannot accept any returning products for any reason without our RGA number displayed prominently on shipment (preferably in original packing materials).

Ultralights cannot issue Call Tags for any reason. After receiving RGA, customer will ship direct to Ultralights where the return will be subject to inspection. Ultralights reserves the right to refuse credit for any items returned which appear to be misused or mishandled.

Credit will not be given for any return which has sustained damage during transit and the customer will be responsible for filing all necessary freight claims. Ultralights will issue credit for returned items and freight within 5 days of inspection and acceptance. Deductions from payments prior to the issuance of credit will not be allowed.