



NEW PRODUCT RETURN POLICY

Once FXL Products are shipped from Hunter, it is Hunter's standard policy not to accept returns of new Product(s) except under special circumstances. The distributor, at its expense, may return FXL Product(s) which are new and unused to Hunter only after receiving written approval and a Return Goods Authorization (RMA) number from Hunter Customer Service. All returned Product is subject to a minimum restocking fee of 25% of the suggested list price at which the product was originally purchased.

Product must be returned within six (6) months of order date. All Product returned must be in its original packaging, be undamaged and unused, and never energized. Hunter expressly reserves the right to disallow the return of used, improperly installed, old, obsolete, shop-worn, stale, out-of-warranty, or special-order Product(s). Product(s) not meeting these criteria will be returned to the original sender. Unless otherwise separately agreed with an authorized agent of Hunter, Hunter shall not be responsible for any freight or shipping costs of returns.

If the return request authorization is given and the Product(s) meets all the requirements listed above, returns shall be credited to Distributor's account for the returned new and unused Product(s), less the restocking fee. If the returned Product(s) is not received by Hunter within 14 days of the RMA approval, Hunter reserves the right to return the Product(s) back to the original sender at the sender's expense and without credit for the Product(s).

Hunter Industries is not responsible for Product(s) loss or damage during return transit to the authorized Hunter location. Some products, configurations of products, or options are not returnable and will not be authorized or accepted, no matter the timeline or condition. This includes (but is not limited to): Line-Voltage Series Fixtures (i.e., Apex Collection), special order products, uncommon configurations, and the following finishes: Almond (AL), Black Wrinkle (BF), Flat White (FW), Nickel Plate (NP), Silver (SV), Verde Speckle (VF), White Gloss (WG), and White Wrinkle (WF).

If you have questions concerning the warranty or its application, please write to:

Customer Service Department
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