

Returns Process

To initiate a return, please complete the online Return form under [RETURNS](#) at the bottom menu of the home page at magnitudeinc.com. You will be asked to provide basic return information before being issued shipping instructions.

- All standard Magnitude Lighting products can be returned within 90-days from original date of purchase.
- Returns must be in new, resalable condition in original packaging to be eligible for return credit.
- All returns are subject to a 40% restocking fee.
- Customized or non-standard Magnitude Lighting products are not eligible for return credit.
- All qualifying returns will result in credit to be used towards a future purchase of Magnitude product. Magnitude does not issue cash back on qualifying returns. Return credit expires one (1) year from date of credit memo notice to customer after a return is processed.
- Returns for defective goods are governed by Magnitude's warranty policy and must follow Magnitude's procedure for return credit.
- Magnitude reserves the right to limit or decline returns. Return credit will be issued once product has been received and inspected by Magnitude's technical support team.