



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.
- You will be provided a return authorization from Magnitude. **Please include a copy of this document with the return shipment and check that the contents match the document exactly.** Any missing or additional items will NOT be considered for credit.
- Returned units will be inspected and tested. Credit will be issued for defective units that are still within warranty. Units that pass functional testing but are physically damaged (the exception being units damaged during shipping) will not be considered for credit but can be returned if requested.