**Shipping & Returns**

Credit card authorization and verification must be received prior to processing.  
UPS deliveries occur Monday through Friday, excluding holidays.

Headlamp assemblies may take up to 3 weeks from order date to ship.   
Customer Service can be contacted at 800-938-0120 or orderdesk@slclighting.com to verify ship date  
for ordered Headlamp assemblies".

**SHIPPING & DELIVERY**

Shipping and handling charges at checkout are for U.S. destinations only.   
We ship all of our orders by UPS ground service or USPS.

Flat rate shipping and handling charges are as follows:

Orders of $25.00 or less = $6.00 shipping & handling   
Orders of $25.01 to $75.00 = $12.00 shipping & handling   
Orders over $75.00 = FREE shipping & handling

If you wish to have your order shipped another way (at a possible additional charge) please contact our customer service department at 800-938-0120.

**INTERNATIONAL SHIPPING AND HANDLING CHARGES**

Our customer service department will notify you of shipping and handling charges for purchases that ship to international destinations. All international orders ship using UPS international shipping services unless otherwise requested. Any duties, taxes or additional fees are the responsibility of the customer. Free, special, or promotional shipping charges ARE NOT applicable to international shipments. For more information on international shipping, or to receive a shipping quote, please contact our customer service department at 800-938-0120 or orderdesk@slclighting.com.

**RETURN POLICY**

SLC Lighting International will not accept returns or exchanges for product that has been (or shows signs of) being used, installed, mounted, altered, scratched, assembled, or otherwise defaced. There are no returns, cancellations, or exchanges on items that have limited stock or are marked as “clearance” items. It is the responsibility of the customer to verify the size, correctness, and application of the product prior to installation. Most of our products do not include installation hardware. Return items must be in original “undamaged” condition. All returns must be within 14 days of purchase and have an RMA# issued by SLC Lighting International or they will not be accepted. This return policy does not apply to international orders.

Contact our customer service department to receive an RMA# and for further instructions on returning items. You may also contact our customer service department for any questions or concerns regarding our return policy at 800-938-0120 or orderdesk@slclighting.com.

**Warranty Policy**

SLC Lighting will warranty the components they sell for a period of one (1) year from the DATE OF SALE. The following procedures must be followed to initiate a warranty claim:

(1) Telephone SLC Lighting (800) 938-0120 to request a Return Material Authorization (RMA) number. Please have available the SLC Lighting part number and a description of the nonconformance.

1. SLC Lighting will issue an RMA number to authorize the return of the part to SLC Lighting (101 Parker Drive Andover, Ohio 44003) for evaluation on a freight-prepaid basis. Upon receipt of the part, evaluation of the item will be done to determine the root cause.

THE ITEM MUST BE RETURNED TO SLC LIGHTING IN ORDER FOR CREDIT TO BE GIVEN.

IF THE ITEM IS ACCEPTED AS A WARRANTY CLAIM, CREDIT WILL BE ISSUED ACCORDING TO THE FOLLOWING SCHEDULE:

(1) If an entire assembly is returned, a credit memo will be issued for the selling price of the assembly.

(3) If a component that is sold individually is returned, the amount of the credit will equal the selling price of the component.

Credit will not be issued if it is determined that the item is outside the warranty period, is not defective, or the cause of a failure is not SLC Lighting responsibility. The customer will be notified of the determination and will have thirty (30) days to decide whether the part should be returned or scrapped.

REPLACEMENT PARTS? What is a replacement part?

If the warranty claim is allowed, the Accounts Receivable Department of SLC Lighting will issue a credit memo against an outstanding balance. Replacement parts will only be sent against a purchase order for the amount of the allowed warranty claim. The replacement parts will not ship unless a purchase order is issued and SLC Lighting has received a copy of the purchase order.

**"Limited Quantity Items and Clearance Items"** are exempt from return conditions.