



WARRANTY & RETURN POLICY

Products affected by defects covered by our warranty will require proof of correct installation by reasonable means; photos and video evidence may be required for replacement or repair. Rayhil may request analysis and/or inspection of suspected defects to be conducted prior to granting a replacement or repair.

Should your products be affected by defects covered under this warranty, Rayhil has the right to determine whether to repair and/or replace your products with the same or an equivalent product due to discontinuations and/or product developments.

To retain your warranty, all products are subject to the following:

- Any installation, assembly work, and/or maintenance of Rayhil fixtures must be performed by a specialized professional in compliance with the instructions provided with the product and online Rayhil resources.
- Voltage limit values may not exceed the products' specifications.

Light output depreciation for LED products correspond to those specified in product specification sheets. This is considered to be normal and is not covered by this warranty.

Please refer to the appropriate product specification sheet for this information.

Your warranty only covers the products supplied by Rayhil; we do not assume liability for labor costs, installation costs, or other losses. Your warranty rights are waived if the product has not been installed properly. Rayhil will not replace or repair products that are defected due to improper or incorrect installation.

Breakage Policy

Once you receive your package you have 7 days to claim any breakage. Please inspect all packages within this time to receive a replacement free of charge.

Return Policy

If you would like to return any products, please request an RMA (Returned Merchandise Authorization) at info@rayhil.com. All products must be returned in a salable condition within 30 days of RMA approval for a credit to be issued. Your RMA must identify the reason for the return and specifications of any items returned as defective. Returned products are subject to a 20%-100% restocking fee. **Discontinued products cannot be returned**