

Return and Exchange Policy

Return Policy

We are committed to providing you with the absolute best lighting products. We offer **returns** and **exchanges** on any **unopened** and **unused products** within **14 days** of delivery. All refunds will be issued back to your original payment method, wherever possible. In the unlikely event that your authorization period has ended, we will issue a manual credit. All returns are subject to a 20% restocking fee.

Please note, we can only accept products that have been purchased directly from LiteGear. If you've purchased from a third party or dealer, please reach out to them regarding their return/exchange policy.

In order to initiate a refund/exchange request, please email info@litegear.com with the below information:

- Original Order/Invoice Number.
- Product(s) Requesting to send back.
- Designate whether you're looking to return or exchange for a different product.

Once our team has that information, we'll be in touch with a return authorization number and our return address. Customers are responsible for shipping products back to LiteGear.

We do our best to process returns immediately upon arrival. Please allow 7-10 business days after your return is received for a refund.

If your gear is damaged or in need of repair, please send an email to info@litegear.com, and a member of the LiteGear Service Team will contact you right away. Please refer to your product's warranty information to see if the repair will be covered under those guidelines.

Final Sale items are not able to be returned or exchanged.

We monitor account activity and reserve the right to refuse transactions, assess restocking fees, and/or close accounts based on order or returns behavior/abuse.