

Effective Date: January 1, 2026

Company: Inspired LED

At Inspired LED, we aim for customer satisfaction by providing high-quality products and services. The following Return Policy and Warranty outline our procedures for returns, exchanges, damaged items, and warranty claims. If you have any questions, please contact us prior to placing an order at orders@inspiredled.com.

Return Policy

Eligibility

- Returns are accepted within **90 days of purchase**.
- Items must be unused, in original packaging, and in original condition.
- The original order or invoice number is required.

RMA Process

- An RMA number must be requested by emailing orders@inspiredled.com.
- Please include:
 - Name
 - Shipping address
 - Telephone number
 - Original order or invoice number
 - Reason for return
- The 4-digit RMA number must be clearly written on the exterior of the return package.

Shipping

- Customers are responsible for all return shipping costs.
- Prepaid return labels are not provided.
- COD (collect on delivery) packages will be rejected.

Refunds

- Refunds are processed within **7 business days** after the return is received and approved.

Restocking Fees

- Custom or made-to-order items may be subject to a 15-25% restocking fee, depending on the level of customization.

Exchange Policy

Eligibility

- Exchanges are accepted within **90 days of purchase**.
- Items must be unused, in original packaging, and in original condition.
- The original order or invoice number is required.

RMA Process

- Request an RMA number by emailing orders@inspiredled.com with:
 - Name
 - Shipping address
 - Telephone number
 - Original order or invoice number
 - Items requested for exchange

Return Policy & Warranty (2026)

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Exchange Options

1. Purchase replacement items first, then return unwanted items for a refund (RMA required).
2. Return unwanted items for credit, then place a new order once credit is issued.

Shipping & Fees

- Customers are responsible for all return shipping costs.
- Prepaid return labels are not provided.
- Custom items may be subject to a **15–25% restocking fee**.

Custom & Made-to-Order Products

Custom, cut-to-length, made-to-order, or modified products are manufactured specifically for each order. Once production has begun, these items may not be eligible for return or exchange.

Approved returns or exchanges of custom products may be subject to a 15–25% restocking fee, depending on the level of customization. Please contact Inspired LED prior to ordering if you have questions about custom product eligibility.

Order Review & Accuracy

Customers are responsible for carefully reviewing and confirming all order details prior to purchase, including but not limited to:

- Measurements and quantities
- Color temperature and voltage
- Connector types and accessories
- Shipping address and contact information

Inspired LED is not responsible for errors resulting from customer-provided information once an order has been approved and processed.

Incorrect Shipments & Defective Items

Notification

- Incorrect or defective items must be reported within **90 days of delivery**.
- Contact orders@inspiredled.com or call **(480) 941-4286**.

Inspection & Documentation

- Customers must inspect all package contents upon delivery.
- Visual evidence may be required prior to issuing replacements.
- Non-functional products must be returned to Inspired LED for inspection before being deemed defective.

Warranty Claims

- Items reported outside the 90-day delivery window, but still under warranty, must be returned for inspection, repair, or replacement.

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Damaged Items (Shipping-Related)

All packaging and products are inspected prior to shipment. If items are damaged during transit:

Notification

- Damage must be reported within **10 calendar days of delivery**.

Visual Evidence Required

To file a carrier claim, please provide:

1. An image of the shipping label showing the ship-to address and tracking number
2. Images of the damaged box or envelope
3. Images of the damaged products

Process

- Email orders@inspiredled.com with the images, your name, and the original order number.
- Damaged item claims follow the same process as defective items.
- Replacement items will be shipped after required documentation is received and a carrier claim is submitted. Processing time may vary based on carrier response.

Shipping Terms

Shipping dates are estimates and are based on the timely receipt of all required order information. Inspired LED will make reasonable efforts to ship products in accordance with accepted order schedules but is not liable for delays caused by carriers or circumstances outside of our control. Inspired LED reserves the right to select the shipping carrier.

Warranty

Inspired LED warrants its products against defects in materials and workmanship when properly installed and used under normal operating conditions.

Warranty Periods

Product Category	Warranty Term
Rigid LED Panels (Standard & Custom)	5 Years
Flexible LED Strips (Indoor & Outdoor)	5 Years
Hardwired Transformers	2 Years
Plug-In Power Supplies	2 Years
Lutron Wall Dimmers	2 Years
Accessories	5 Years
Mean Well Drivers	5 Years

Warranty Details

- Warranty periods begin on the **original shipment date**.
- Replacement or repaired products do **not** reset the warranty period.
- Gradual light output reduction and color shift are normal characteristics of LED technology and are not considered defects.
- Replacement products may not exactly match the original product's color temperature or light output.

Warranty Exclusions

This warranty does not apply to:

- Products without the original order or invoice number
- Operation above rated voltage
- Improper modification, adjustment, or repair
- Misuse, mishandling, or accident
- Improper product selection, configuration, system design, or layout
- Improper installation or connection
- Incompatible drivers, dimmers, or third-party components
- Environmental exposure outside specified ranges
- Electrical power surges or spikes
- Damage from acts of nature (lightning, flooding, fire, etc.)

Inspired LED reserves the right to inspect installation sites and test products to determine warranty eligibility.

Company Liability

Inspired LED is solely responsible for the repair or replacement of its products only. We are not liable for:

- Labor or installation costs
- Materials purchased from other suppliers
- System troubleshooting expenses
- Removal or reinstallation costs
- Any incidental or consequential damages

Inspired LED reserves the right to modify or update this Return Policy and Warranty at any time. The policy in effect at the time of purchase will apply.