

Return Policy & Warranty

Inspired LED

Effective Date: January 1, 2026

Company: Inspired LED

At Inspired LED, we take pride in providing high-quality LED lighting products backed by knowledgeable customer support. We are committed to resolving product concerns fairly and efficiently. Please review the following Return Policy and Limited Warranty before placing your order. If you have any questions, please contact us prior to placing an order at orders@inspiredled.com.

(1) Returns

Standard Returns

Most standard products may be returned within **90 days** of the original purchase date. To qualify for a return, products must:

- Be accompanied by an approved Return Merchandise Authorization (RMA)
- Be in new, unused, and resalable condition
- Be returned in their original packaging with all components included

Returns received without an RMA number may be refused or delayed.

Refunds

Eligible products returned within **90 days** of the original purchase date will receive a refund to the original payment method following inspection and approval. Please allow up to **7 business days** for refunds to appear on your account after processing. Original outbound shipping charges and return shipping costs are **non-refundable**.

Refunds will not exceed the original purchase amount paid for the applicable order. If Inspired LED elects to provide additional compensation or goodwill beyond the original purchase amount, the excess amount will be issued as account credit.

Refunds After 90 Days

Products returned more than **90 days** after the original purchase date may be eligible for store credit at Inspired LED's discretion.

Store credit:

- Is valid for **one (1) year** from the date of issue.
- Cannot be redeemed for cash.
- Is non-transferable.

Custom Products

Custom-built, modified, cut-to-length, special-order, or made-to-order products may be returned only with prior approval. Approved custom returns are subject to a **15%–30% restocking fee**, depending on the level of customization required. Certain custom products may not be eligible for return if they cannot reasonably be resold.

Non-Returnable Items

The following items are not eligible for return:

- Clearance items
- Obsolete or discontinued products
- Products damaged by misuse, abuse, improper installation, or unauthorized modification
- Products returned without an approved RMA

(2) Exchanges

Standard products may be exchanged within **90 days** of the original purchase date. Customers may:

Option 1: Immediate Replacement (Fastest Turnaround)

- Purchase the replacement items at the time of your exchange request for immediate shipment.
- After receiving the replacement items, take your time completing the installation and return the original products in new, unused condition with the original packaging within **90 days** for a full refund of the returned items.
- This option minimizes project downtime and allows you to complete the exchange at your own pace.

Option 2: Standard Exchange

- No upfront purchase is required. Return the original products in new, unused condition with the original packaging at your expense.
- Once the returned products have been received and inspected, Inspired LED will ship the replacement items.
- If the replacement order differs in value from the returned products, any applicable balance will either be refunded or collected prior to shipment.

Custom products requiring modifications, repairs, or reconfigurations must be returned before replacement products can be manufactured.

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(3) Return Merchandise Authorization (RMA)

An RMA number is required for all returns, exchanges, warranty claims, and repairs. To request an RMA, email orders@inspiredled.com for approval and instructions.

- The issued RMA number must be clearly written on the outside of the return package.
- Customers are responsible for all return shipping charges unless otherwise approved by Inspired LED.
- COD shipments will not be accepted.

(4) Incorrect Shipments, Damaged Shipments & Defective Products

Customers are responsible for inspecting all shipments immediately upon delivery.

Incorrect shipments, shipping damage, shortages, or suspected product defects should be reported as soon as possible.

- Incorrect shipments and product defects must be reported within **90 days** of delivery.
- Shipping damage must be reported within **10 calendar days** of delivery.

All claims require an approved Return Merchandise Authorization (RMA).

To assist with processing, Inspired LED may request photographs of:

- The shipping label showing the delivery address and tracking number
- The shipping carton or envelope
- The affected products
- Any visible damage to the packaging or contents

Additional documentation may be requested as necessary to support the claim.

Advance Replacement Program (Case-by-Case)

To minimize customer downtime, Inspired LED may, at its sole discretion, ship replacement products before receiving the original items for inspection.

Participation in the Advance Replacement Program requires:

- An approved RMA
- A valid credit card securely retained on file until the return is completed

The original products must be returned within **90 days of the replacement shipment**.

If the original products are not received within the required timeframe, or are determined to be ineligible for warranty or replacement under this policy, Inspired LED reserves the right to charge the retained payment method for the replacement products.

Participation in this program is offered solely at the discretion of Inspired LED and may not be available for all orders or claims.

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(5) Limited Warranty

Inspired LED warrants that its products will be free from defects in materials and workmanship when properly installed and operated in accordance with our published specifications.

Warranty coverage begins on the **original shipment date**.

If a product is repaired or replaced under warranty, the warranty period **does not restart**. Replacement products assume the remaining warranty period of the original purchase.

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

Warranty Resolution

If Inspired LED determines that a product is covered under warranty, we will, at our sole discretion:

- Repair the product,
- Replace the product with the same or comparable product,
- Issue store credit, or
- Refund the original purchase price.

Whenever practical, Inspired LED may elect to repair products outside of the stated warranty period as a customer courtesy. Such repairs are performed at Inspired LED's sole discretion and do not extend or reinstate the original warranty.

Normal Product Characteristics

LED lighting naturally experiences gradual reductions in light output and minor color variation over time. These characteristics are considered normal and are not defects.

If a product is replaced under warranty, Inspired LED cannot guarantee an exact match in color temperature, brightness, light output, LED binning, and/or appearance due to normal manufacturing variations and product improvements.

Warranty Exclusions

This warranty does not cover products damaged as a result of:

- Improper installation
- Improper wiring or electrical connections
- Improper system design or product selection
- Operation outside published specifications
- Electrical surges, spikes, or over-voltage conditions
- Environmental conditions exceeding published ratings
- Water intrusion beyond the product's IP rating
- Misuse, abuse, neglect, accidents, or unauthorized modifications
- Use with incompatible third-party products or components
- Lightning, flooding, fire, hail, tornadoes, or other acts of God

Inspired LED reserves the right to inspect returned products and, when necessary, the installation site to determine warranty eligibility.

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(6) Limitation of Liability

Inspired LED's responsibility under this Limited Warranty is limited solely to the repair, replacement, store credit, or refund of the original purchase price of the defective Inspired LED product.

Inspired LED shall not be liable for any incidental, indirect, consequential, or special damages, including but not limited to:

- Labor costs
- Installation or removal costs
- Troubleshooting expenses
- Project delays
- Lost profits
- Rental equipment
- Shipping expenses
- Materials purchased from other manufacturers
- Damage to surrounding property or equipment

Inspired LED warrants only products manufactured by Inspired LED and is not responsible for the performance or compatibility of third-party products unless expressly stated.

(7) Customer Responsibilities

Customers are responsible for carefully reviewing all estimates, quotations, order confirmations, and invoices before approving an order or submitting payment. By approving an estimate or placing an order, the customer confirms that they have reviewed and approved all order details. Errors or omissions that are present on an approved estimate or order confirmation become the responsibility of the customer.

Once orders are received, customers are responsible for:

- Inspecting all products upon delivery.
- Following all published installation instructions and electrical codes.
- Testing products prior to permanent installation.
- Retaining proof of purchase for future warranty claims.

Products that have been cut, soldered, installed, modified, or otherwise altered may not be eligible for return unless determined by Inspired LED to be defective under warranty.

(8) Shipment Tracking & Delivery

Once an order has shipped and tracking information has been provided, customers are responsible for monitoring the shipment and contacting the shipping carrier regarding delivery status, delays, delivery instructions, or missed delivery attempts.

Inspired LED has access to the same shipment tracking information available to the customer and has limited ability to alter delivery schedules, redirect packages, or expedite carrier investigations.

For the fastest resolution, customers are encouraged to contact the shipping carrier directly with any delivery-related concerns. If additional assistance is needed, Inspired LED is happy to help initiate or support a carrier investigation; however, shipping carriers maintain sole control over package transportation and delivery timelines.

(9) Policy Changes

Inspired LED reserves the right to modify this Return Policy and Limited Warranty at any time without prior notice. The policy in effect on the original purchase date shall govern that transaction.