

RETURN POLICY

How to Return an Item:

Tru-Scapes® Deck Lighting offers a 30-day return policy on all products.

****IMPORTANT****—Items returned out of their original packing, or without an item # will be refused.

Refunds and Warranty Exchanges are generally processed within (1-2) business days of receiving any returned or defective items.

Return and Refund Policy:

New products: If you are unhappy with any product for any reason call us for a refund and return instructions. No restocking fees. The item must be new and unused. Return item in its original packaging with all contents within 30 days of receipt. The product and packing must be completely new and unused so that the product is able to be sold to another customer. The product cannot have been previously installed. No original receipt necessary. Once the returned item is received, we will issue a refund the cost of the item(s). Return shipping will be at the customer's expense.

Used products: Once a product has been used, it can only be returned if it is defective and falls under our 5-year warranty. Once the defective item is received, we will test it and verify that it is defective. If it is determined the product is defective, we will send out a replacement with-in 48 hours of receiving the defective product back. (For Tru-Scapes® warranty details, please visit our [warranty page](#)).

For further information, please email: contacts@tru-scapes.com | 1.800.878.1240

Tru-Scapes® Deck Lighting | 121 Independence Lane, Chalfont, PA 18914