



Return Policy

Warranty Return

Defective products will be processed according to the applicable warranty. GL Lighting will repair or replace any verified defective product within warranty terms. If the item is damaged and disassembled, it is not covered by the warranty.

If you require a replacement prior to returning the defective item, please have a replacement purchase order sent at the current purchase price which can be credited upon confirming the defective unit. If replaced from stock, we will send a replacement to replenish stock once the defective unit is confirmed.

Conditions for Returns

If you are looking to return or exchange your order for whatever reason, we're here to help! We offer free returns within 14 days of purchase. You can return your product for store credit, a different product, or a refund to the original payment method.

Please note the following exceptions to our return and refund policy:

- 1, Discounted items are final and cannot be returned or exchanged
- 2, Returned items must have tags still on and be returned in original product packaging
- 3, Returned items must have no visible signs of wear or use.

Any shipping fees you will need to pay.

Damaged in Transit

If you received product that was damaged in transit, please let us know within 24 hours and provide photographs of the damage. If its one of our carriers, we will send you a replacement at no cost and handle the damage reporting with the carrier. Unfortunately, if the product is damaged by your carrier, we can not provide replacements or submit claims on your behalf; however, we encourage you to submit a claim to your carrier for compensation.

The following Goods cannot be returned:

- 1, The supply of Goods made to Your specifications or clearly personalized.
- 2, The supply of Goods which are, after delivery, according to their nature, inseparably mixed with other items.



Canada GL Lighting Technology Inc.

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We reserve the right to refuse returns of any merchandise that does not meet the above return conditions in our sole discretion.

Returning Goods

You are responsible for the cost and risk of returning the Goods to Us. You should send the Goods at the following address:

7351 Victoria Park Ave, Unit 3, Markham, ON .L3R 3A5

And please have the following information:

- Invoice Number
- Part number(s) and quantity
- Reason for Return

We cannot be held responsible for Goods damaged or lost in return shipment. Therefore, We recommend an insured and trackable mail service. We are unable to issue a refund without actual receipt of the Goods or proof of received return delivery.

Contact Us

If you have any questions about our Returns and Refunds Policy, please contact us:

By sending us an email: info@gl-light.com