



Shipping & Return Policy

1. Shipping Policy

Processing and Delivery Times

- All in-stock items are shipped within 24 hours from the date of purchase. Orders placed on Friday will be processed and shipped the following Monday.
- Delivery Service will be determined at time of order placement or the following morning.

Standard Delivery

- **Continental US addresses:** 3-7 business days from the date of shipment.
- **Alaska and Hawaii addresses:** 7-10 business days from the date of shipment.
- **Canada:** 4-5 business days from the date of shipment.
- Prepaid Freight on orders of \$400.00

International Delivery

- For international delivery, we have a network of International Forwarders to expedite your delivery. We utilize local postal systems and couriers for door-to-door service.

2. Return Policy

At Jupiter LED Lighting, we want you to be completely satisfied with your purchase. If for any reason you are not satisfied with your unused and unopened products, you may return them within 30 days of the original purchase date.

Return Process

1. Requesting a Refund: To initiate a return, please contact our Customer Service team at (800) 518-470 or email us at Info@JupiterLEDLighting.com to obtain a Return Merchandise Authorization (RMA) number. This number must be clearly visible on the exterior of your returned package.
2. Return Authorization: Returns for Standard Stock items are generally accepted, however, please note that we cannot accept returns on special order items.
3. Distressed Display Packaging: If you have distressed display packaging, please reach out to your sales representative or our customer service team for assistance with new display boxes.

Restocking Fee

- No Restock Fee: For stocking products returned within the first 30 days of purchase with prepaid freight to our warehouse, no restocking fee will be applied.
- 10% Restocking Fee: Any items returned outside of this program will incur a 10% restocking fee.

Refund Process

- Upon receipt of your returned items, we will issue a reimbursement within 30 days of receipt. The refund will be processed in the same manner as the original payment method.

3. Stocking Distributor Exchange Policy

At Jupiter Lighting Group, we offer a special stock exchange program for our stocking dealers. Please review the qualifications and procedures outlined below for participating in this program:

Qualifications

To be eligible for the stock exchange program, stocking distributors must meet the following criteria:

- Must have placed at least one order and received at least one shipment in each of the previous 12 months.
- Must have ordered a minimum of \$1,000 USD per month.

Exchange Limits

Stocking distributors are allowed the following number of exchanges per year based on their annual sales:

- 1 exchange: If annual sales are greater than \$24,000 USD per physical (shipping) address.
- 2 exchanges: If annual sales are greater than \$50,000 USD per physical (shipping) address.
- 3 exchanges: If annual sales are greater than \$100,000 USD per physical (shipping) address.

Return/Exchange Policy

- Stocking distributor returns must only contain items on the returnable list purchased within the previous 12 months. Returns of higher quantities than originally shipped will not be authorized.
- Returns must be accompanied by an offsetting order that is at least 10% greater than the returned value (110% of the return value).
- All returns will be issued credit only after approval from quality inspection and verification that the goods are on the returnable list. No credit will be issued for goods that fail quality inspection or are not on the returnable list.
- Replacement orders must have an immediate ship date or be included in the next available scheduled shipment.
- Returns authorized before November 15th must be received by Jupiter no later than December 15th for credit issuance in the same calendar year. Returns received after December 15th will be credited in the first business week of the new calendar year.
- The distributor is responsible for shipping costs both ways.
- Each return must have separate packaging and only one shipment per return will be accepted.
- If all conditions are met, no restocking fees will be applied.

4. Governing Law

This shipping & return policy shall be governed by and construed in accordance with the laws of the State of Washington, without regard to its conflicts of law principles.

5. Contact Us

For shipping & return inquiries, please contact Jupiter LED Lighting Customer Service at:

- Phone: (800) 518-470
- Email: Info@JupiterLEDLighting.com