

Return Policy

Returns may be made within ninety (90) days of the date of purchase. If a returned product is non-defective, it must be returned in the original packaging and in an un-installed condition. For returned products that have been removed from the original packaging and/or used, credit for such returns is subject to the condition of the returned merchandise. Please note that custom orders are non-returnable and non-refundable, and that items may be subject to a 20% restocking fee.

Non-Defective Products

To initiate a return of a non-defective product, please contact our Customer Service team at orders@lumienlighting.com within ninety (90) days of the purchase date to obtain a Return Merchandise Authorization (RMA) number. Once an RMA number is provided, you may ship your non-defective product in its original packaging, along with an invoice number or purchase order number, to the following address:

Lumien Lighting
Attn: Warehouse / Returns
3050 Matlock Drive
Kennesaw, GA 30144

Alternatively, and for your convenience, a non-defective product may also be returned to our Lumien Lighting corporate office. Please bring the non-defective product in its original packaging, along with an invoice number or purchase order number, to:

Lumien Lighting
3050 Matlock Drive
Kennesaw, GA 30144

Defective or Malfunctioning Products

To return a defective or malfunctioning product covered by a warranty policy, please submit a warranty claim via our website or email warranty@lumienlighting.com to obtain a prepaid shipping label.