

Warranty Policy

Lumien Lighting prides itself on the quality of its products and is committed to customer satisfaction. For these reasons, Lumien Lighting offers warranty policies on all products in the event of defects, including manufacturer defects, and malfunctions. Should you find that a product is defective or malfunctions, please see the warranty periods below to determine the applicable warranty period for your product:

Aluminum Fixtures:

Aluminum fixtures are warranted for a period of ten (10) years from the date of purchase.

All Modular Light Sources:

Modular light sources are covered by our warranty for a period of ten (10) years from the date of purchase.

Brass Fixtures:

Brass fixtures come with a lifetime warranty from the date of purchase (see modular light source policy).

Accessories:

Accessories purchased from Lumien Lighting come with a one (1) year warranty from the date of purchase.

Transformers:

Our transformers are under warranty for a period of ten (10) years from the date of purchase.

Although Lumien Lighting's products are covered by warranty policies, warranty policies do not cover customer- or installer-induced damage, defect, or malfunction. To learn more about products, proper installation, or ideal conditions for optimum performance prior to purchasing a product, or to obtain information about product coverage, please contact our Customer Service team at orders@lumienlighting.com.

Replacement or Repair:

Lumien Lighting products that are under warranty may be repaired or replaced at Lumien Lighting's sole discretion based on Lumien Lighting's assessment of the defect or malfunction. Product issues are typically resolved within five to seven (5-7) business days from Lumien Lighting's receipt of a warranty claim. On a case-by-case basis, Lumien Lighting may request a fixture to be returned to us for testing and will provide a prepaid return label for your convenience.

How to Take Advantage of Your Warranty:

Should you encounter any problems with your product, please submit a warranty claim to our Customer Service team at warranty@lumienlighting.com. A warranty claim must be submitted via our website. For your convenience, Lumien Lighting will provide prepaid shipping labels for defective, or malfunction products covered by warranty.