



P: 949.396.1300
F: 949.396.1303

431 West Coast Hwy. #202
Newport Beach, CA 92663

luxtg.com

RETURN POLICY

Please do not write order information on Factory Packaging.

LUX customers have up to 30 days after receiving their shipment to return an item. Although it is possible a 20% restocking fee will be applied & shipping charges not refunded.

NOTE: Special order items as well as items that state “No Returns” on the product page are non-returnable.

Returns are processed in the order in which they are received and allow 10 to 15 Business Days (not including weekends or holidays) for normal processing of all returns. Once a return has been processed, also allow up to 30 days to receive a credit or refund, depending on your bank's or credit card's processes.

NOTE: Please label accordingly with your Return Merchandise Authorization number to expedite this process.

Listed below are the acceptable reasons for return and how each one is handled. Customers who want to return any item should read this carefully to avoid any confusion. Orders shipped to Canada are eligible for returns; however, the customer must cover all taxes, duties, and fees associated with International shipments. No refunds or credits will be granted towards these fees. Returned merchandise will be treated the same as US orders, and all respective processing times still apply. Applicable duties & fees not paid by the customer prior to returning your merchandise will be deducted from the final refund amount.

Incorrectly Ordered Item or Unsatisfied With Item Ordered

Sometimes our customers realize they ordered the wrong item or find out they don't have a use for it anymore. That's not a problem. We will gladly accept returns if the items:

- Have not been installed
- Are in its original manufacturer packaging
- Are in New Resalable Condition within 30 days of purchase

You will have the option to receive either 100% credit (minus shipping fees) or you can choose to receive a refund with a 20% restocking fee deducted. Please understand that the cost of shipping will not be refunded.

NOTE: Certain products have higher restocking fees or have special return requirements, which are indicated on the product page. Policies listed on the product pages take the place of the general return policy.

It is the customer's responsibility to pay for return shipping and to make sure that the shipment is packaged "appropriately" (according to UPS guidelines) to prevent damages. Please remember not to write the RMA number directly on the manufacturer's box.

