



TIEXING HONGYUN USA CO.

LED DIVISION

Returns and Exchange Policy

We try our best to make returns as easy as possible for you. We accept product back in its original packaging up to 30 days from the date of purchase (15% restocking fee applies). To begin the process send an email to info@tytca.com with the Subject: Return... or contact your sales representative, no need for anything else. Once you've sent Customer Service an email with RETURN as the subject line we will send you a form to fill out that helps us better understand what we are returning and to what warehouse we need to receive the product back too. Remember! The return email must be sent within 30 days of your receipt of the product! After you've completed the return form and sent it back you will receive notification from us within 48 hours regarding the status of your return.

Simply reseal your unused merchandise in the box, place the return shipping label over the original shipping label and give the package to any freight forwarder. Please note that if you paid freight to receive an item, freight charges may apply to return the item. TIEXING will not refund shipping charges. Shipping charges will be deducted from your return credit including a 15% restocking fee.

Certain items may not be returnable or may have specific return instructions; please see below before you make your return. If you have questions about our Return Policy, please call us at 1-626-968-8876, or contact your sales representative.

Damaged or Defective Items

If your package arrived damaged in transit, please note the damage next to your signature at the time of delivery. If your package had concealed damage or contained defective merchandise, please call us within 3 business days of receipt at 1-626-968-8876 or contact your sales representative. Products that were damaged in shipping will be immediately re-shipped at no cost to the customer. Defective products may or may not qualify for immediate reshipment.

Shortages and Fulfillment Errors

If you notice a shortage upon opening your package or if your order was fulfilled incorrectly, please call us within 3 business days of receipt at 1-626-968-8876.

Factory Direct Orders

Orders shipped factory direct are non-cancelable nonreturnable. Most fixtures are shipped factory direct.