

Warranty/Return Policy

If you have a product that wish to return, please contact our customer service department by phone at 860-693-2003 or by email at customerservice@techniart.com.

TechniArt will accept returns for products purchased online up to 30 days from the date of delivery receipt. It is up to you to package your return in a way so it will safely arrive back to us. You may want to insure the product you are returning with the shipping company. When the product is received you will be issued a credit in the form of a check equal to the product purchase price. The consumer is responsible for any shipping charges incurred in returning the product.

After contacting TechniArt's customer service department, pack your return carefully, and ship it to the address below. Returns that are sent COD will not be accepted.

TechniArt Incorporated
Customer Service
41 Bridge Street
Collinsville, CT 06022

TechniArt's Warranty Service

Please contact our customer service department by phone at 860-693-2003 or by email at customerservice@techniart.com upon receipt of your order with any issues that need resolution.

Defective Products (within 1 year)

Every bulb and fixture that we offer online comes with a minimum 1 year manufacturer's warranty. The warranty period begins the day your product is delivered, not when you begin using it. When contacting our customer service department, please indicate if you would like a replacement product or a refund.

Option 1 – Replacement Product

If you would like a replacement product TechniArt may or may not request return of the defective item. If we request the defective item be returned, we

will issue a UPS Call Tag for you to return the merchandise. Once we receive the merchandise we will ship your replacement product.

Option 2 – Refund

If you decide you prefer a refund, we will issue a UPS Call Tag for you to return the merchandise. Once we receive the merchandise we will issue your refund in the form of a company check.

Defective Products (after 1 year)

If your product fails during the manufacturer warranty, but is after one year from the date of purchase, TechniArt reserves the right to refer you to the manufacturer for replacement of the defective product. The manufacturer's customer service policies will take precedence over TechniArt's policies. If you are unhappy with the service you receive from the manufacturer, contact our customer service department and we will try to help resolve the issue.

Incorrectly Shipped Products

If TechniArt ships an incorrect product, we will issue a UPS Call Tag to retrieve the product and ship the correct product to you at no charge. You must contact our customer service department within 3 days of receiving the incorrect shipment to avoid additional shipping charges.

Damaged Product During Delivery

If you receive an order that is damaged in transit contact our customer service department and the delivery carrier within 3 days. All packaging should be kept in the event that the carrier chooses to inspect the damaged goods and shipping box at the delivery address. TechniArt will ship a replacement product or issue a credit to the customer pending confirmation from the carrier. We may or may not request return of the damaged goods. If we do request that the goods be returned, we will issue a UPS Call Tag for returning those items damaged in transit.