
To initiate a return, please email our returns@csc-led.com email address to request a return reference number.

A CSC LED representative will be in touch via email with instructions on how to proceed.

Please have the following information readily available to submit your request online:

- Invoice Number
- Part number(s) and quantity
- Reason for Return

Please note that receiving a return reference number does not imply acceptance and/or payment of credit; it is permission to return material to CSC LED for evaluation.

WARRANTY RETURNS:

Defective products will be processed according to the applicable warranty. CSC LED will repair or replace any verified defective product within warranty terms. CSC LED will pay for return shipping.

If you require a replacement prior to returning the defective item, please have a replacement purchase order sent at the current purchase price which can be credited upon confirming the defective unit.

If replaced from stock, we will send a replacement to replenish stock once the defective unit is confirmed.

STANDARD RETURNS (not warranty related):

If you have a product that you wish to return that is not subject to a warranty claim. The following requirements must be met:

- Returned within 180 days of purchase
- 15% restocking fee applies unless an offsetting PO is supplied at an equal or greater value
- Product and packaging is in original and re-sellable condition

Please note:

- CSC LED does not cover return shipping for standard returns
- **Clearance items are final sale**

SHIPMENT DISPUTES:

If you received an order that is not correct (damaged, missing, or incorrect items) please let us know within two weeks of delivery and provide photographs of the received shipment. CSC LED will address and resolve the issue accordingly.

Unfortunately, if the product is damaged by your carrier, we can not provide replacements or submit claims on your behalf; however, we encourage you to submit a claim to your carrier for compensation.