



Return/Exchange Policy

A product return/exchange fee applies to all items returned within 7 days of shipment. RETURN AUTHORIZATION NUMBER (RMA) must be issued before any returns can be made. We will not accept any returns without this number. Please write this number clearly on the outside of the returning package and tag the item(s) inside with your name and R.A. number. All returns must be received by Radiantz, Inc within 10 calendar days after the R.A. number has been issued. The Return Authorization Number does not imply a replacement or refund, but only that we will inspect the merchandise based on your claim. Returns must be sent freight prepaid and insured by you. Original shipping and handling charges are not refundable. A photocopy of your invoice showing the invoice number must accompany your return along with a written explanation and a contact phone number where we may be able to reach you. It is the responsibility of the customer/installer to verify the correctness of size and application of the parts before installation. All approved refunds will be paid by either Company Check, Credit Card Credit, or Account Credit, all to be determined by Radiantz, Inc. A 20% restocking fee will be assessed on all authorized returns. No cancellations, refunds, or exchanges on special order items or custom order items will be allowed.

If the order was paid with Cryptocurrency any refund will be in USD

Warranties:

No warranty whatsoever will be valid if the defect was caused by customers abuse, negligence, and/or mishandling. All merchandise sold by Radiantz, Inc is only subject to manufacturers warranty, if any, and are subject to submission to the manufacturer for approval for repair or replacement of merchandise. Customer, however, will be responsible for shipping and handling fees. No labor or inconvenience may be included in any claims.

Warranty information:

All *Radiantz made* LEDs have a Lifetime Limited Illumination Warranty to the original purchaser. All *Radiantz modules*, Chameleonz, and Turn-onz units have a one year limited warranty, to the original purchaser, from the date of purchase. Any *Radiantz made* LED product that has one or more LEDs fail to illuminate, due to a defect in materials or workmanship, will be replaced, for the original purchaser, for as long as that person owns the bike. Chrome or plastic case failures are covered for such non-illumination issues for one year only. In order to make a warranty claim, the failed unit must be returned to the dealer where purchased, along with a copy of the sales receipt.

This warranty does not cover damaged or modified units, including, but not limited to, any items that are damaged from abuse, neglect, improper service or maintenance procedures, crash, or fire damage. Some examples of damage are: Units that have had the LEDs pulled from the circuit board; units that have had the wires pulled off or broken; units that have been soldered on; units with water damage from the product not being properly sealed before use.

All *Radiantz Remote Control* units are covered for one year. Units with cracked cases; with damaged or burned circuit boards due to too high an amperage fuse or no fuse being used; units that show signs of heat/fire damage; or plastic cases that are broken/crushed are not covered.

Claims:

All merchandise are packed carefully and correctly utilizing a triple check method before it leaves our facility. Damaged shipments should be checked in the presence of the carrier.

All claims for damaged or loss to your shipment must be made with the carrier. Please keep all shipping cartons and packing material for carrier inspection. Radiantz, Inc will not initiate any claims with the carrier. Claims for shortage of items or damaged shipments must be made within 7 working days of invoice date