

Return Policy - Transformers

A System that lasts a Lifetime...Guaranteed!

Transformers that are returned to ClaroLux® must have an RGA from ClaroLux® Corporate in Greensboro, NC. To replace a transformer that is suspected of having a warranted defect, the original purchaser must contact ClaroLux® and obtain a return goods authorization (RGA) and ship FOB destination to the ClaroLux® Manufacturing Center identified on the RGA.

The transformer(s) will be repaired and returned to customer either with a like model swapped out for the returned unit or the actual returned unit being repaired and returned to the customer. ClaroLux® reserves the right to issue a credit, repair, or swap-out with a rebuilt transformer any defective transformer.

If returned transformers are found to require repairs not covered under warranty, then the customer will be notified of the repair charge and given 10 days from the date of estimate to choose to either repair, return un-repaired, or to abandon ownership. **Minimum transformer repair fee for repairs not covered under warranty (please call ClaroLux for minimum repair fee).** Transformers held over 30 days (without communication from owner) will be considered abandoned and ClaroLux® will assume ownership. If owner authorizes unwarranted repairs, then the owner will be responsible for all repair, packaging, and shipping costs.

In addition to the above, all returned transformers must be tagged with the customer's name, contact person, problem encountered, cell phone number, and email address. Do not write on the transformer with a magic marker. The transformer must be packaged properly to avoid shipping damage. ClaroLux® does not cover damage caused in transit.

Warranty terms are subject to change without notice. ClaroLux® also reserves the right to modify these warranty terms in order to comply with policy or laws governing warranty issues in states or countries having specific remedies differing or additional to those described within this document.