

LightWave Systems Direct Sales Return Policy:

All LightWave Systems products come with a 15-day money-back guarantee.*

If you are not satisfied with your purchase of a product, please email sales@lightwave-systems.com for a Return Material Authorization (RMA) request within 15 calendar days of the receipt of the product. You must return the product to the address provided with the RMA within 10 calendar days of the issuance of the RMA. All products must be packed in the original, unmarked packaging including any accessories, manuals, documentation and registration that shipped with the product.

NOTE: LightWave Systems recommends that you (1) use a carrier that offers shipment tracking for all returns and (2) either insure your package for safe return to LWS or declare the full value of the shipment so that you are completely protected if the shipment is lost or damaged in transit. If you choose not to (1) use a carrier that offers tracking or (2) insure or declare the full value of the product, you will be responsible for any loss or damage to the product during shipping.

Any product returned without an RMA number will be rejected and returned to the sender. Any product returned to an address other than that given along with the RMA will be rejected and returned to the sender.

Any product that is not received within 10 calendar days of the RMA issuance will be rejected and returned to the sender.

All shipping costs are the customer's responsibility. The amount of the refund shall be the original purchase price less any shipping and handling costs. Units must be returned in as-new condition. Any products returned that are not in as-new condition may be assessed a 10% restocking fee that will be deducted from the refund amount.

* Guarantee only applicable to new units bought directly through LightWave Systems. B-stock, demo, and all other non-standard products are not included. If you purchase a product and return it you are not eligible for the guarantee on any future purchases of the same product.