

General Warranty

Pablo, Inc provides a limited one (1) year warranty from date of purchase to the original purchaser of all Pablo products that the fixture is free from defects in material and workmanship, with a with a five (5) year warranty on all LED Components. This warranty applies under conditions of normal use only. Variations in color and/or finish are natural in wood products and are not covered by this warranty. Pablo, Inc. is not liable for natural aging or defects that result from negligence, improper cleaning, misuse, abnormal mechanical or environmental conditions, unauthorized disassembly, repair/modification, or accidental damage of any kind.

This warranty does not apply to light bulbs, which are not products manufactured by Pablo, Inc. and are supplied by Pablo, Inc. with all lamp purchases solely as an accommodation. However, this warranty does extend to Pablo, Inc. supplied LED arrays and their associated components provided the piece is proven to be defective in material or workmanship within one year of original purchase.

For this one/five year period following the date of the original purchase Pablo, Inc. will, at its option, repair, replace, or provide a substitute for any piece or part proven to be defective in material or workmanship unless explicitly stated not to be covered by the warranty.

Any costs for packing and shipping are not covered under this warranty. To receive proper service under this warranty the original purchase receipt or invoice must be presented.

PABLO RETURN POLICY:

Within 10 business days of receipt of goods, if you are unsatisfied with our products for any reason please notify either Pablo, Inc. or the retailer from which you purchased your product. Pablo, Inc. will process your return only if claim is made within 10 days of receipt. Returns are for credit or exchange. All authorized returns will incur a 20% restocking charge, contingent upon safe return of goods. You are responsible for shipping product back to Pablo (see return address, above left). Please include a copy of your invoice marked "Returned for Credit" with the product.

On all orders being returned for credit, customer will be responsible to pay original freight charges, as well as the return charges back to Pablo. Return items MUST arrive in unused/new condition in all original packaging to be eligible for credit. All returned products must pass inspection by Pablo, Inc return team prior to being approved for credit.