

Return Policy

RGA Requests:

Ways to Submit RGA Request	Processing Time
DIMS	Returned within 24 Hours
Fax: 610-282-5360	Returned within 5 Business Days
Email: returns@lutron.com	Returned within 5 Business Days

Return Address:

US – Lighting Control*	Canada – Lighting Controls & Window Shades
Lutron Electronics Co., Inc. Attn: Returned Goods Department 6560 Stonegate Drive, Suite 200 Allentown, PA 18106	Agility 410 Admiral Blvd Mississauga, ON L5T 2N6
US – Window Shades*	
Lutron Shading Solutions Attn: Returns Department 11520 Sunshade Lane Ashland, VA 23005	

*US Mail is NOT accepted at this location

Items Not Returnable

- Product that shipped more than 2 years prior to current date
- Software
- Non-Lutron material
- Obsolete Products (not in current price list or no longer offered by Lutron)
- Damaged, used, or previously installed products
- Incomplete items due to other than Lutron error
- Made-to-order items
- Certain Faceplates
 - Multi-gang faceplates more than 4 gangs (incl. 5 and 6 gang claro plates)
 - Metal faceplates
 - Non-cataloged faceplates
 - Custom color faceplates
 - Faceplates with engraving

Returns ASD/NSD Accounts

- Product must be new and in the original, unopened packaging
- Product must still be within our standard warranty
- Only goods listed on the RGA may be returned
- Credit will be given at current pricing, less discount taken, within 5 days of receipt of the product
- Discontinued and custom products are not returnable
- All products returned are subject to a 25% restocking fee
- All freight and duties on returned goods are the responsibility of the customer
- Returns that do not meet these criteria are subject to be returned to the account or no credit will be issued

Returns Lutron Advantage Partners

- Stock Returns are allowed up to 4 times annually
 - 1-for-1 replacement PO required for 0% restocking fee
 - Up to 3% of the previous years Wallbox and RadioRA2 purchases
 - Returns above 3% require a 1-for-1 stock order and 25% restocking fee
- Product must be new and in the original, unopened packaging
- Indicate on the outside of the shipping box:
 - Distributor Name, Distributor Address (both Ship To and Bill To), RGA number
- Credit will be given at current pricing, less discount taken, within 5 days of receipt of the product
- Discontinued and custom products are not returnable
- All freight and duties on returned goods are the responsibility of the customer
- Returns that do not meet these criteria are subject to be returned to the account or no credit will be issued

For quoted projects please see section “Commercial Return Policy/Restock”

Commercial Return Policy

- Any returned parts that were part of quoted project will be processed with a minimum 25% restock fee in accordance with our returned goods policy on all quotes.
- There is no one for one on returns on quoted jobs.
- If there is a restock fee that the rep would not like to subject the electrical distributor to, the rep can submit a request to the Integrated Systems manager to split the 25% restock fee (12.5%) between the rep agency and the rep.
- It is the rep’s responsibility to fill out the RGA form and return it to the appropriate Integrated Systems representative.
- Some custom parts might not be returnable
- See “RGA form”