



Returning a Product for Repair or Service

We're sorry that you are having a problem with one of our products. Lumina Power maintains a highly trained staff to diagnose and repair your power supply quickly and return it to you tested and ready to go back in service. To facilitate your repair please be aware of the following:

Lumina Power warranties all of its products for up to 24 months (depending upon the model). [Click here](#) to view our warranty. You will need to supply customer service with the serial number of the product to obtain a return authorization.

- **In Warranty returns:** will be repaired free of charge as long as the Tamper Seals are intact, product arrives in good condition, product shows no sign of misuse and original assemblies contained in the product can be repaired. Repaired product(s) will be returned to the customer via ground service at Lumina Power's expense or faster at the customers' expense.
- **Out of Warranty returns:** If the product(s) is Out of Warranty, the standard cost to repair will be given to you when the return authorization is issued. A Purchase Order for the repair cost must be received *before* the product will be evaluated. This cost is valid as long as the tamper seal is intact, product arrives in good condition, product shows no sign of misuse and original assemblies contained in the product can be repaired. If that is not the case, you will be notified of any additional service related costs via email. If, at that time you decide you do not want the product serviced, it can be returned to you "as is" at your expense or it can be scrapped at our location, whichever you prefer. We require written permission to return or scrap unrepaired products. Repaired products are returned at the expense of the Customer and can be shipped per your instructions. All repairs are warranted for 6 months for failure of the repair ONLY.

Note: Replacement of the main PC Board is not covered by the Standard Repair charge. Lumina Power reserves the right to refuse to repair any product that has been tampered with or an attempt has been made to repair the product by unauthorized personnel.

Returned power supplies are typically evaluated, repaired and returned to the customer within 3 weeks. If additional repairs/materials are warranted, the repair may require additional time. Lumina Power is aware of the importance to all of our customer's schedules and will do their best to return all products as quickly as possible.

Shipping Instructions

The product should be shipped back to the following address with the return authorization number on the package or included on the documentation inside the shipping container.

Lumina Power, Inc.
26 Ward Hill Ave
Bradford, MA 01835

As long as the original packaging is in good condition, it can be used to repackage the product for return. Customer should use the bubble wrap and/or foam inserts that came with it to insure proper packaging. **Note: Loose Styrofoam (peanuts) is not an acceptable packing material.** Shipping damage to the power supply can result in additional charges.

If you don't have the original packaging or it is damaged, please follow these guidelines:

- Wrap the product securely in a heavy duty bubble pack or similar foam
- Use a strong double-wall container that is made for shipping equipment
- Seal the container securely
- Mark the container 'Fragile' to ensure proper handling
- Please refer to your Return Authorization number in all correspondence