Warranty

Your lights have quality-related issues within 3 years

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Send mail to solutions@mars-hydro.com

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Stating the issue you come across and provide purchase detail (model ,pic. of light on & off, purchase receipt,full address, etc.)

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We check what causes the issue

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You choose how to fix the issue;
Sent payment if there is any.

To fix by yourself
(power supply, fans,VDE,power cord,bulbs)

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- We apply an RMA for your case.

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- We send you the parts for replacement along with tracking number and provide the repair instructions from engineer.

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Notice:
Within 1 year, the replacement and shipping is free.
From 1 to 3 year, you'll be responsible for shipping charges and handing fee.

To repair centre

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- We provide you an RMA and repair center address, you ship back the item with the RMA mentioned on the item box.

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- You Provide tracking number to us

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- Repair center receive and fix the light accordingly, which takes 3~10 days

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- Repair center ship out the fixed light, and we provide you tracking number.

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- You get the fixed light and confirm with us.

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Notice:
Within 3 months, we cover the shipping and repair charges.
Among 3-12 months, you pay the shipping charges to repair centre.
Among 12-36 months, you cover round-trip shipping charges, repair charges and handing fee.