

Warranty Policy

At Belisha Beacons Ltd, we are committed to delivering high-quality products to our customers. Our warranty ensures that you can purchase with confidence. Please read our policy details below:

Warranty Coverage

- Our products are covered by a minimum **12-month warranty** from the date of purchase. This warranty covers manufacturing defects and faults that arise under normal use.
- The warranty does **not cover** damage caused by misuse, improper installation, accidents, or wear and tear due to regular use.

Warranty Claims Process

- If your product develops a fault during the warranty period, please contact us via email at **belisha@me.com** to initiate the warranty claim.
- You will need to provide proof of purchase (receipt or order confirmation) and a description of the issue with your product.
- We may request photos or additional information to assess the fault.

Repair, Replacement, or Refund

- If your claim is approved, we will either:
 - **Repair** the faulty product at no additional cost to you, or
 - **Replace** the product with an identical or similar one, or
 - **Refund** the original purchase price, depending on the nature of the fault and the product's condition.
- We reserve the right to choose whether to repair, replace, or refund the product.

Return Shipping for Warranty Claims

- If the product needs to be returned for warranty service, we will provide you with instructions on how to send the item back.
- For approved warranty claims, **we will cover the return shipping costs.**

Exclusions

This warranty does not cover:

- Any defects caused by improper handling, use, installation, or maintenance.
- Damage caused by accidents, unauthorized repairs, or modification of the product.
- Normal wear and tear, including fading, discoloration, or scratches.

Component Warranty Breakdown

- **All LED's - 1 Year**
- **Globes - 1 Year**
- **Battery packs - 1 Year**
- **Gallery - 5 Years**
- **Halosphere - 2 Years**
- **24volt transformer - 1 Year**
- **Column fused cut out - 1 Year**

How to Contact Us

For any questions regarding your warranty or to initiate a claim, please contact us at **belisha@me.com**. We aim to respond to all inquiries within 2-3 business days.