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| Logo, company name  Description automatically generated | 8153 Duke Blvd Mason, OH 45040  Ph: 513-229-3696  Fax: 513-229-6300 |

**Downlite® Hospitality Terms and Conditions**

Return Policy

* DOWNLITE® will accept returns up to 30 days after shipment.
* DOWNLITE® will only accept returns that are un-opened and in the original carton.
* DOWNLITE® does not accept returns that have been used or laundered.
* All products require a Return Authorization number prior to return shipping. Please contact the Hospitality Team at [hospitality@downlite.com](mailto:hospitality@downlite.com) for RA#
* Products returned to DOWNLITE® without an RA# number will be refused and returned at the customer’s expense.
* Please follow the steps below to expedite your return in a timely manner:

1. Put item(s) that you are returning in the original box it was shipped in. Please make sure your RA number is clearly written on the outside of each carton along with the word \*RETURN\* near the RA number.

2. Return address will be provided once the return is approved and RA# is provided.

**There will be a 15% Restocking Fee deducted from your refund which will be issued upon receipt of the return.**

Sample Policy

* Natural Product: Natural pillows, comforters, etc will require a PO for a sample. Customer is responsible for all freight charges.
* Synthetic Product: Synthetic pillows and comforters can be ordered out of case pack and do not require a paid PO, however customer is responsible for all freight charges.
* Mattress pads must be ordered with a paid PO in case pack quantities.

Warranty/Quality Assurance

Downlite® stands by the craftmanship and materials of all our products and we offer a one-year warranty on all Hospitality products. See below for warranty details. If a quality concern arises, please reach to your sales representative to arrange a Warranty Return Authorization.

Standard One Year Manufacturer Warranty

Downlite® products are warranted against any defect in workmanship or materials for a period of one (1) year from the date of purchase. Warranty is voided when items are not laundered according to our care instructions. Examples include, but are not limited to, over heated items or items washed using chlorine bleach. Downlite will request photos of the defective product in question and photos of the law label at the time the claim is submitted. If the law labels are removed the warranty is void. After the Quality team review the photos, examples of the defective product may be requested to be returned to Downlite for additional review. Defective product will be shipped to the below address upon request:

Downlite® Hospitality   
8153 Duke Blvd.  
Mason, Ohio 45040  
Attn: Quality Team

Warranty Limitations

The warranty does not include:

* Any condition resulting from incorrect or inadequate care or maintenance or any use for which the product was not intended
* Damage resulting from misuse, abuse, negligence, or accidents
* Normal wear and tear during the life of the product
* Dissatisfaction due to buyer’s remorse or customers incorrect ordering
* Products shipped out of the United States
* The warranty is void for third party resellers and fourth party buyers. The warranty is only valid for Downlite® Hospitality direct customers and the commercial Hospitality Industry that they service. Downlite makes express warranty or condition whether written or oral and the company expressly disclaims all warranties or conditions, not stated in this limited warranty