

# WARRANTY FAQ

## HOW TO OBTAIN WARRANTY SERVICE?

1. **PROOF OF PURCHASE IS REQUIRED.**
2. **PLEASE FILL OUT THE FORM IN THIS [LINK](#) WITH AS MUCH DETAIL AS POSSIBLE.**
3. **MISSING OR INCORRECT INFORMATION COULD CAUSE A DELAY IN PROCESSING.**
4. **A PICTURE OR VIDEO MAY BE REQUIRED AS PART OF THE DIAGNOSIS TO VALIDATE WARRANTY SERVICE.**
5. **AN RMA NUMBER IS NECESSARY FOR ALL RETURNED PACKAGES. UNFORTUNATELY, FAILURE TO FOLLOW THIS STEP WILL RESULT IN YOUR PACKAGE BEING REFUSED / RETURNED TO SENDER.**

***NOTE: SENDING A PACKAGE WITHOUT A RMA # WILL CAUSE ISSUES WITH PROCESSING YOUR REQUEST.***

**LOOKING TO REGISTER YOUR ORACLE PRODUCT? FILL OUT YOUR [REGISTRATION CARD](#) HERE**

## **1 & 2 YEAR LIMITED WARRANTY INFORMATION**

ORACLE Lighting will replace or repair any defective part free of charge once defect is confirmed.

If you have an issue with any product, we will diagnose the issue with you, and you may be required to answer questions or assist in the diagnosis.

ORACLE Lighting reserves the right to have the product manufacturer inspect, test, and diagnose the defective part to see if the defect was due to factory error or customer negligence.

Returned parts may be exchanged or repaired at the discretion of the manufacturer.

As with any product that deals with electronics, we recommend that the parts are installed by a trained professional. Trained professionals are defined as any certified ASE mechanic or trained automotive technician certified in car stereo or alarm installation.

ORACLE Lighting will not be responsible for any damages to a customer's vehicle caused by a third party installer. ORACLE Lighting does not cover labor fees associated with the removal or re-installation of products.

We have a selection of replacement parts to provide customers with when utilizing their warranty. This does not guarantee a brand new item but a functioning part.

**Pre-Assembled Lights sold by Oracle:** Oracle Lighting builds and tests all lights before they leave our facility. A photo of the completed lights can be emailed to the client before shipping if they request so.

ORACLE Lighting does not ship replacement headlights, we repair the original set of lights on which the work was completed.

**Lights supplied to Oracle for custom work:** Oracle Lighting reserves the right to deny warranty against moisture if the factory seal is in poor condition, in this case, the customer will be notified prior to performing the customization. For more detailed information refer to the terms [HERE](#)

ORACLE Lighting does not offer warranty on purchases made from unauthorized vendors.

When a kit or product is discontinued and still within the warranty coverage period, a substitute product will be offered by our customer service team to replace the part. If the replacement part does not fully match the rest of the functioning parts of the kit already installed, we can offer a quote and special discount to purchase the additional components as needed.

We are constantly making improvements to our product line, please note warranty only covers repairs or replacement parts for the original part purchased.

ORACLE Lighting reserves the right to make changes to its warranty policy at any time.

## **SHIPPING**

After diagnosis and troubleshooting:

- If a product is not required to be returned, customer will only cover the shipping fee of replacement part.
- If a product is required to be returned to manufacturer for inspection or repair, customers in the lower US states will be provided with a pre-paid return shipping label to do so.

After inspection of the merchandise, if it is found not to be defective and in working condition, customer will be responsible for return expenses of such item.

\*International customers are responsible for all shipping charges, including duties and taxes.

Shipping damage is the responsibility of the shipping company. If no additional insurance is purchased the customer will be responsible to purchase a replacement of the damaged item.

## **WHAT WILL VOID MY WARRANTY?**

Warranty does not cover damage due to improper installation.

Oracle Lighting will, subject to customer's compliance with the return procedures set forth below, repair or replace the hardware found not to operate in accordance with the hardware specifications, so long as customer has properly operated the hardware and used it in conformance with such specifications.

Warranty is not transferable. If the product is removed, uninstalled, transfers ownership, or is otherwise parted from its original installation then warranty becomes void.

Broken or cracked products are not eligible for repair or replacement.

We understand that some products may be modified in the course of installation or use by the customer to suit a particular need. However, opening, disassembling, cutting, altering, extending wires, or otherwise modifying any product in a manner that compromises the functionality of the item will void the product's warranty.

Warranty does not cover scratches, scuffs, etc. due to normal wear and tear of any product.

**Flashlight Warranty Policy**

Warranty Limitations: Obvious misuse, abuse, or otherwise destructive physical evidence. Damaged caused by intrusion of water or other liquid materials causing electronic failure or physical corrosion. Battery failure due to excessive heating, overcharging, or shorting. Any damage to the circuit board is NOT covered under warranty.

**Waterproof Surface Mount Halo Warranty Policy**

Hard part decay due to UV damage, oxidation, or environmental conditions are not covered under this stated period. "Hard Part Decay" means any damage or wear of the waterproof outer casing for these halos. This is usually caused by environmental conditions such as, sitting out in the direct sunlight or harsh road conditions and cannot be covered under warranty and is considered normal wear & tear. If there is a failure with an LED or Driver, it will still be covered under warranty.

**ORACLE WARRANTY COVERAGE**

<b>1 Year Warranty Coverage</b>	<b>2 Year Warranty Coverage</b>
ORACLE Halo Kits	ORACLE 4,000LM LED Headlight Bulbs
ORACLE DRL Circuit Board Replacements	ORACLE LED Mirrors
ORACLE Pre-Assembled Headlights (on Halo Manufacturer Defects Only)	ORACLE Rock Lights
ORACLE Pre-Assembled Fog Lights (on Halo Manufacturer Defects Only)	ORACLE Vector Grills
ORACLE Wheel Rings	ORACLE Oculus Headlights
ORACLE Flashlights	ORACLE Off-Road LED Headlights
ORACLE Scanners	ORACLE 7" High Powered LED Headlights
ORACLE GOBOS	ORACLE Reverse Light Modules
ORACLE Controllors/Remotes	ORACLE Sidemarkers(Camaro,Corvette,Mustang,Challenger,Charger)
ORACLE Daytime Running Lights (DRLS)	
ORACLE Strobe Lights	
ORACLE Retrofit Projectors	
ORACLE Sealed Beam Headlights	

<b>1 Year Warranty Coverage</b>	<b>2 Year Warranty Coverage</b>
ORACLE Off-Road LED Light Bars	
ORACLE Off-Road Accessories	
ORACLE HID Kits	
ORACLE LED Strips	
ORACLE Illuminated Emblems	
ORACLE Replacement LED Bulbs	
ORACLE S3-Series LED Bulbs	
ORACLE V-Series LED Bulbs	
ORACLE LED PODS	
ORACLE Power Supplies & Switches	

