



Elegant Lighting Warranty

The finish and frame of your new chandelier or fixture warranted for a period of one (1) years from the date of purchase. Our company will, at its option, repair or replace any frame that has a defect in the materials or workmanship during the warranty period. All crystals are guaranteed for their original quality during the life of the chandelier. Breakage is not covered by this warranty.

To make a claim under this warranty, contact our customer service department at the address and phone number shown below. A written return authorization form will be sent to you with specific instructions

CUSTOMER SERVICE DEPARTMENT

500-550 E. Erie Ave

Philadelphia, PA 19134 USA

Tel: 215-423-8880

Fax: 215-423-8882

CLEANING AND MAINTENANCE OF CHANDELIER FRAMES

The finish on our chandelier frames and fixture frames is protected by a durable coating of lacquer. To clean, use a clean soft, dry cloth. Do not use any metal polishes, cleaners, abrasives or any substance which could remove the protective finish. Failure to follow these instructions automatically voids the guarantee.

CLEANING AND MAINTENANCE OF CRYSTALS

Wet a chamois in clean warm water and wipe gently, then polish with a dry chamois.

TO ORDER CRYSTAL REPLACEMENT PARTS

Should you require replacement crystals or pins (the metal connectors attaching the crystals), contact the store where the product was purchased or contact us at the address shown on the reverse side. For ease of ordering, you may use the original crystal trimming instructions provided with this product and circle the items you wish to order, indicating the quantity by writing the number needed adjacent to the circle and faxing it to our customer service department at 215-423-8882. You will be contacted with prices prior to shipment. All orders must be pre-paid.

RETURNS AND CONDITIONS OF WARRANTY

Returns must be pre-authorized by contacting our customer service department at the address on the reverse side. Returns will only be accepted with a written return merchandise authorization and return shipping charges pre-paid. We reserve the right to inspect all returned merchandise to fully determine the nature of any defect. This guarantee shall not apply to any product that has been changed, altered or otherwise modified, nor shall it apply to any product that has been repaired or altered by anyone other than a pre-authorized facility. We will not be responsible for any breakage or damages incurred during transit, nor for crystal parts or metal frame part that have been subject to misuse, negligence, accident or inappropriate handling. Also, we will not be held responsible for damages incurred during improper installation or wiring by others, nor for damages resulting from a failure to follow the recommended maintenance or installation procedures. This guarantee is issued in lieu of any and all other guarantees or warranty, whether written or implied and any and all other obligations or liabilities. Further, we neither authorize nor permit any other person or firm to assume for us, any liability in connection with the sale of our products.