

OttLite Warranty Info

OttLite tests all of our lamps numerous times to make sure that when it reaches your house it is completely ready. During the rare times you're having problems, we want make sure the warranty process is as easy as possible for you.

Our warranty covers OttLite bulbs for 1 year from the date of purchase and OttLite lamps and accessories (excluding batteries) for 2 years from the date of purchase, with the exception for damages resulting from the use of the product for any purpose other than its intended use. Additionally, please note that warranty coverage excludes OttLite items purchased "as is" or from unauthorized retailers.

Use our online form to [register your new OttLite product!](#) Also, please keep a copy of your receipt for future reference.



Need to Submit a Warranty Claim?

To start, please call our Customer Service team at 1-800-842-8848 or [send us a message](#).

Warranty coverage requires a copy of the receipt or proof of purchase, even if a warranty card has been submitted. Our Customer Service team will pre-approve and assign Return Merchandise Authorization (RMA) number for all warranty claims.

Warranty claims within 90 days from the date of purchase are handled at no cost to the customer. After 90 days all shipping costs for sending OttLite the warranted products must be covered by the customer. The assigned RMA number must be clearly printed on the package. We highly suggest that all packages sent to us for warranty repair are insured and have a tracking number.

Please note that if a new lamp is required, a warranty fee of \$9.90 will apply to customers within the contiguous US. Please note that for customers outside of the US, additional shipping and duty fees may apply.