

Warranty

We offer a 2 YEAR full replacement warranty on all manufacturer defects against the ballast we sell only. All other electronic products carries a 1 year warranty against all factory defect. Buyers are responsible for all shipping charges NO EXCEPTION. You agree to pay two-way shipping when you purchase from us. Our warranty only covers manufactured defects. Prior to installation customer must inspect all products. All defected must be report to Hydro Crunch within 5 days after package is received. We pride in customer services and also encourage our customer to provide good communication with us. Therefore we can serve you better and be able to ship your items out promptly. Please double check your e-mail SPAM or JUNK mail folder for our e-mail just in case. We check our e-mail every day, so all email will be replied on the same day if not the next day, unlike other sellers who are lack of communication in a timely manner. Buyers are required to obtain an RMA (Return Manufacturer Authorization#) form us before returning anything back to us. Packages sent without approved RMA # will be rejected at shipper's expense. Defective products will be offered exchange only, for DOA (Dead on Arrival Product) If the product is found to be not defective upon inspection and was reported within 5 days upon period, buyer will also be responsible for paying shipping/handling fee to us before we return the item. All faulty products due to improper installation or improper use will NOT be covered by the warranty. Any physical damage such as soldering or modified base will void your warranty. Again, we inspect all returned products before we accept them.

sales@hydrocrunch.com

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.