



Warranty Policy

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Zafferano America offers a two-year warranty on all cordless lamps and cordless lighting products (e.g., charging carpets) and a one-year warranty on the battery.

Zafferano America will repair or replace any lighting product found defective in material or workmanship when put to normal use and cared for according to the instructions within one year of the date purchase (with proof of purchase provided). Minor imperfections, surface markings as a result of shipping or handling in commercial operation, and slight color variations are normal. This excludes damage from misuse (such as leaving a lamp on the charger for extended periods of time), improper cleaning, neglect, accident, alteration, fire, theft, or abuse in a commercial establishment.

Return Shipping Responsibility

The cost of returning the product to Zafferano America is the responsibility of the customer.

Discontinued Item Returned

If the product you are returning is discontinued or no longer available, Zafferano America will automatically replace your item with a comparable item currently manufactured. If nothing is available, we will notify you to address next steps.

Replacement Requests

Zafferano America will repair or replace any product found to be defective in material or workmanship with the most comparable current product. We do not accept special requests, nor do we have the ability to upgrade to a different model in exchange for money.

No Defect Found

If we examine and test your product and find it not to be defective in material or workmanship, it will be returned directly to you with a letter stating why.

If you have any questions about your warranty return, please submit your question on this website using the [Contact Us](#) form.

For returns or exchanges due to customer satisfaction, please visit [this page](#).

In the unlikely event that an item you ordered arrives damaged or is defective, you may return the item at no charge for a replacement or a full refund, as long as you report the issue within 4 days after delivery. You should use [this form](#) to immediately report any damage.

Please note that the information you share with us here is for internal use ONLY and is not sold or distributed outside the company. Click [here](#) for detailed information on our privacy policy.