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PRODUCTS

OUR TECHNOLOGY

OUR STORY

CUSTOMER SERVICE

Warranty Info

(<https://warranty.ottlite.com>)

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 CFL bulbs for 1 year and OttLite LED bulbs for 3 years 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 \(https://warranty.ottlite.com\)](https://warranty.ottlite.com)! 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 \(https://products.ottlite.com/contactus.aspx\)](https://products.ottlite.com/contactus.aspx).

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.

Returns

We want you to be happy with your purchase so we offer a 30-day trial period on all of our products. If you are not satisfied for any reason, you can return your product for a full refund minus shipping & handling.

Please contact our Customer Service team at 1-800-842-8848 to receive authorization before sending us your return. Customers are responsible for all shipping costs associated with returns, including any non-deliverable fees. Remember to have your receipt ready for proof of purchase. Merchandise needs to be returned undamaged otherwise a 25% restocking fee will apply.

If your lamp arrives damaged and you ordered your lamp from OttLite, please call our Customer Service team (<https://products.ottlite.com/contactus.aspx>) within 14 days of receiving the lamp to submit a damage claim. Be sure to keep all of the original packaging that was shipped with the lamp. Our Customer Service team will assign a RMA number and will provide instructions on how to receive your replacement lamp. Damaged products will only be repaired or replaced with an identical item.

Note: All returns will be assigned a Return Merchandise Authorization (RMA) number. This RMA# is required for all returns to OttLite Technologies or a 25% re-stocking fee will apply. Items returned after the 30-day trial are subject to the following re-stocking fees:

- Returns 45-60 days after purchase – 25% re-stocking fee
- Returns 61-90 day after purchase – 35% re-stocking fee
- Returns 91-120 days after purchase – 45% re-stocking fee

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(<https://www.ottlite.com/Customer-Service/FAQs>)
- Warranty & Returns
(<https://www.ottlite.com/Warranty>)
- Shipping
(<https://www.ottlite.com/shipping>)
- Terms & Privacy
(<https://products.ottlite.com/t-Privacy.aspx>)

Customer Support:

800.842.8848

(tel:1-800-842-8848)

Available Monday
through Friday from
8:30am through 5:30 pm
EST (excluding major
holidays)

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