

Returns & Exchange Policy

About Your Purchase

When you choose a NOVA luminaire, you have invested in quality from a brand with over 100 years of expertise. Our lighting is crafted and packaged with care to reach your home in pristine condition, just as it left our workshop. Each piece has been quality inspected three times before you received it. Our goal is to keep our finely crafted products out of landfills and in your home, minimizing returns for the benefit of both you and the environment.

Shipment Protection

All shipments to customers are shipped with a signature required. We do this to protect you from porch theft and damage that may have occurred in transit.

When your order arrives, and before you sign for it, we ask that you inspect the carton(s) for any visible or concealed damage before the driver departs. Look for any tears, dents, or unusual marks. If damage is visible, we recommend refusing the shipment so the carrier is held responsible. We shipped your product in perfect condition, and if the carrier damaged it in transit, they are responsible for the replacement.

Give the package a gentle shake to check for any loose components or concealed damage. If it sounds like damage, it usually is damaged, and you should reject the shipment.

Return Policy

NOVA of California accepts returns within 10 days of receipt, provided the item is in new, uninstalled condition and in its original, unblemished packaging, unless otherwise noted on the product page.

How to Initiate a Return

- 1. Request Authorization:** Contact our customer service team at customerservice@novaofcalifornia.com to obtain a Return Authorization Number (RGA#) and the correct return address. Returns will not be accepted without an RGA#.
- 2. Ship Your Item:** Once your return request is authorized, you must return your item(s) via Federal Express (FedEx).
 - Print and attach the return labels.
 - Drop off your package at a local FedEx.
 - Use your own shipping account and provide us with a tracking number.
- 3. Time-Sensitive:** Your return authorization expires 5 days after it is issued. Please initiate the shipment within this timeframe.

Restocking Fee & Buyer's Remorse Returns

- A 25% restocking fee applies to buyer's remorse returns along with return shipping fees.
- Items must be returned in their original, unblemished carton and packed exactly as they left our workshop to prevent damage.
- Damaged returns will not be refunded.

Responsibility for Damage

- Customers bear the risk of damage during return shipping. If an item is damaged in transit, the customer must file a claim directly with the freight company.
- Refunds will not be issued for damaged returns.

Processing & Refunds

- Returns require 18-25 days to process, as our warehouse must inspect each item and take photographs to determine claim viability.
- Refunds will be issued after inspection and will exclude the return shipping cost, restocking fee, and any costs associated with damaged items.

Non-Returnable Items

- We cannot accept returns from outside the continental U.S.A. due to customs, shipping, tariffs, and duty fees.

Final Sale:

- Sale items, discounted items, custom-made items, and items marked "Non-Returnable" are FINAL SALE and cannot be returned.

Cancellation Policy

Once an order is in process, cancellation may not be possible. To request a cancellation, please contact our customer service team at customerservice@novaofcalifornia.com within 24 hours of placing your order, and we will make our best effort to stop or modify it. If we don't confirm the cancellation, the order was shipped.

- If the order has already shipped, cancellation is no longer possible.
- If your cancellation request cannot be processed, you may request a return authorization once the item is received. Our standard return policy will apply to any refunds (see above).

After Accepting a Delivery

If you accept and sign for a damaged carton/contents, resolving issues becomes more difficult. If you waived the signature requirement or signed for a damaged shipment, responsibility for filing a claim with the carrier falls to you. When you elect to waive the signature requirement, you assume full liability.

Our products are packaged to ISTA6 standards to ensure safe transit. Once unpacked, it can be difficult to re-pack the item exactly as it was received. Modified packaging increases the risk of damage during a return, making the item unsellable and potentially sending it to a landfill – an outcome we all want to avoid. If you received it damaged, there is definitely no logic in paying freight and increasing the carbon footprint so that we can receive it and dispose of it in the landfill.

Once again, we are sorry the carrier damaged your product and want to help you get the resolution you deserve. You purchased the product in good faith and deserve to receive a quality product. We shipped a product in perfect condition and do not deserve to take a loss on this or to receive back a damaged product that we will have to dispose of.