NOVA of California: QUALITY LIGHTING SINCE 1923

Making an Informed Purchase

Ensuring a delightful delivery experience for our customers and the environment with your help.

MISSING CARTON/FREIGHT DAMAGE/MISSING PARTS

ABOUT YOUR PURCHASE

When you choose a NOVA luminaire, you're investing 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. Our goal is to keep our finely crafted products out of landfills, minimizing returns for the benefit of both you and the environment.

1. MAKING AN INFORMED PURCHASE

We want you to feel confident in your purchase. That's why we provide detailed images, accurate specifications, and exact dimensions for every product. Before it leaves our workshop, each piece undergoes 3 inspections to ensure the product is without flaws and meets our quality standards.

- Natural Materials – Many NOVA products use natural materials that may feature veins, grain patterns, or depressions. We also may use a number of artisanal handmade techniques that result in unique patinas and wabi-sabi details. These are not defects; they are part of the unique beauty of your piece.
- Size and Fit – Before finalizing your order, please double-check the product's dimensions, finish, and style to ensure it perfectly suits your space.

2. PACKAGING AND DELIVERY

Our products leave our workshop in pristine condition, as we take great care in both craftsmanship and packaging, to protect every detail during transit. For larger items, such as arc lamps, we may ship in two separate cartons. Please make sure all cartons are delivered.

3. INSPECTING YOUR DELIVERY BEFORE YOU SIGN FOR IT

When your order arrives and before you sign for it, we ask that you inspect the carton(s) for any visible or potential concealed damage:

- Check carton for damage – 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, they need to pay for the replacement.
- Listen for Loose Parts – Give the package a gentle shake to check for any loose components.
- Sign with Confidence – Only sign the delivery slip after you've confirmed the package is in good condition.

4. AFTER DELIVERY

If a damaged carton is accepted, resolving issues becomes more challenging. The carton you received was packaged to ISTA6 standards. If you unpack it, it is not always obvious how to re-pack it in precisely the way it was received. When items are returned with modified packaging, this can lead to additional damage during a return, making the item unsellable and causing it to end up in a landfill - an outcome we all want to avoid. Now we increased the carbon footprint by shipping it again and it winds up in a landfill.

5. UNDERSTANDING REPLACEMENTS

If you need a replacement, please check if both cartons in your shipment arrived. All necessary hardware is attached to the lamp and missing items usually indicate that a second carton was not delivered.

Replacement Components – When replacement parts are requested, we have to remove components from a first-quality product. This disrupts our inventory and can lead to unnecessary waste.

Parts - Most lamp companies cannot stock unique parts of each product. If you are missing a part, it usually means that one of two cartons was not delivered. For this reason, it makes most sense to make a freight claim with the shipper and order a complete replacement.

Contact Us First – If you have questions about your delivery, reach out to us! We do everything in our power to ensure the product reaches you in perfect condition.

WORKING TOGETHER

Thank you for choosing NOVA and supporting a small business committed to quality craftsmanship and sustainability. By following these guidelines you help reduce returns, minimize waste, and protect our shared environment. We're here to assist you in making an informed purchase and ensuring a seamless delivery experience.

Contact Us:

For questions about your purchase or delivery, feel free to reach out to us. We're happy to help!