

# Capital Lighting Policies

We stand behind our products and the quality of craftsmanship in everything we create. Products purchased new through an Authorized Retailer are covered by a limited warranty. Should an issue arise, you must contact the Retailer where you purchased the fixture to resolve.

## Limited Warranty

Products from Capital Lighting are warranted to be free from defects in materials and workmanship under normal conditions of use for one year from date of purchase through an Authorized Capital Lighting Retailer. LED components are warranted for five years from date of purchase. Rain or Shine Series Outdoor products are warranted against rusting of the fixtures and fading of the finish for five years from date of purchase. Only products purchased new from an Authorized Retailer are covered by our warranty.

This warranty does not apply to defects caused by and resulting from misuse, neglect, accident or improper operation, maintenance, storage, transportation or handling of the product. The warranty does not cover transportation costs for return of the product or for reshipment of any repaired or replaced product or costs associated with installation, removal, or reinstallation of the product.

Coastal Environments: Environments within 10 miles of the seacoast can be harsh and corrosive. Even with appropriate maintenance, fixtures in this environment will deteriorate more than fixtures installed in a less severe environment. Some deterioration or corrosion is construed as “normal wear” in such environment. Claims for corrosion of components or finish failure are not applicable to above warranty for such environments.

Please see **the Authorized Dealer where you made your purchase** for additional warranty information and exclusions or to make a claim. Capital Lighting does not handle warranty claims from consumers.



## Handcrafted Finishes and Materials

The right mix of natural materials, craftsmanship and hand-applied finishes can turn a light fixture into a statement piece. At Capital Lighting, we pair our design concepts with artisans from around the globe to create one-of-a-kind products that are simply stunning.

The same elements we select for their organic beauty and unique character also create varied tone and texture. As a result, no two fixtures will turn out exactly the same and although our artisans strive to create as much similarity as possible, there will be slight to moderate variation with all handcrafted products.

While the natural differences in the material used for each fixture may not be exact, they always pair well together.

The materials we use are carefully selected and thoughtfully designed for each fixture. With any of the natural materials or handcrafted finishes or materials used in our assortment, slight variation may occur. While all products are assembled under controlled conditions and every effort is made to maintain application likeness, handcrafted products and finishes will not be considered defective should a slight to moderate variation occur. In the unlikely event of an extreme variation on the same product, the issue will be evaluated on a case-by-case basis to determine the most applicable resolution.

## **Handcrafted Glass Textures**

Glass textures such as flecking, seeding and other hand-crafted texture additions made during the blowing process will have natural artisan variation. We apply quality control to each batch of our hand-made glass shades to ensure consistency as much as possible, but the natural variation from piece to piece is both expected and celebrated as a unique characteristic of these products. Resolution of wide variation is at the discretion of Capital Lighting.

## **Handcrafted Natural Materials**

Natural materials such as mango wood, rattan, jute and eucalyptus will have natural variation in tone and texture. We apply quality control to each batch of our light fixtures and mirrors to ensure consistency as much as possible, but the natural variation from piece to piece is both expected and celebrated as a unique characteristic of these products. Resolution of wide variation is at the discretion of Capital Lighting.

## **Handcrafted Finishes and Materials**

Handcrafted and distressed finishes and hand-manipulated metal elements will have natural artisan variation. We apply quality control to each batch of our light fixtures and mirrors to ensure consistency as much as possible, but the natural variation from piece to piece is both expected and celebrated as a unique characteristic of these products. Resolution of wide variation is at the discretion of Capital Lighting.

Capital Lighting is committed to providing high quality products, and all decisions and determinations made on product defectiveness are at the sole discretion of Capital Lighting.

# Care and Cleaning

Capital Lighting recommends periodic cleaning of fixtures with a soft, damp cloth and if necessary, a mild, non-abrasive soap. Avoid using strong cleaning solvents or agents and abrasive materials on fixtures and finishes.

# Changes

Specifications in our catalog and on this website are based on the most current and accurate information available at the time of publication. Capital Lighting reserves the right to make engineering or design changes to our products without prior notice. Prices and terms are subject to change without notice.