



Warranty Claim

We regret that you have experienced an issue with one of our products. Atlantic Lighting is committed to provide the highest quality light fixtures and therefore it is our goal to resolve all complaints in a timely manner, and to the customer's satisfaction.

Limited Warranty: Atlantic Lighting Inc. warrants that its products (other than ballasts) are free from defects in workmanship and materials. Such warranty is in lieu of all other warranties including, but without limitation, any implied warranties of merchantability or fitness for a particular purpose. Atlantic, at its sole option, will repair or replace, FOB our factory freight prepaid, any Atlantic product (other than ballasts) defective in workmanship or materials. Such repair or replacement is the sole and exclusive remedy against Atlantic and is limited to one year from the date of shipment. Atlantic reserves the right to determine whether to repair or replace. Atlantic Lighting will not be responsible for any back-charges or charges for labor and/or material that was not specifically approved by Atlantic Lighting in writing. Atlantic Lighting will not be responsible for any consequential or incidental damages in connection with any breach of its aforementioned warranty. If emergency shipments of parts are made by Atlantic, the customer will be invoiced then credited upon return of the defective parts.

Ballasts are covered by separate ballast manufacturer's warranties. Atlantic does not make any warranties whatsoever related to the ballast and will accept no responsibility or liability whatsoever for ballast related issues.

If you are experiencing issues related to the ballast, you should obtain the model number and production details listed on the ballast and contact the ballast manufacturer directly. All ballast manufacturers have service centers and systems in place to provide technical assistance or process a claim. The majority of ballasts used by Atlantic are Advance brand by Philips. To resolve an issue with an Advance brand ballast, you can call their warranty department at 1-800-372-3331, or process your claim on-line at www.AdvanceTransformer.com by using the Support option on the home page.

If you are experiencing issues with the Atlantic Fixture unrelated to the ballast, please complete the Atlantic Warranty Claim form for immediate assistance with your problem.