SAVANT

Return Merchandise Authorization (RMA) Policy

Return Policy

This Return Policy applies to all Savant and Artison branded hardware, as well as GE Proseo, GE Smart and Cync sold by Savant.

This Return Policy does not apply to Recommended Partner Products or traditional GE-branded products sold by Savant.

For GE-branded product warranty and return information, please contact GE Lighting, a Savant company customer service at 1-800-435-4448 or visit https://www.gelighting.com/contact.

Savant Systems products may only be replaced, repaired or returned for credit[1] with the original Order Number and prior authorization from Savant. **Once your return has been received and credited, Savant has 30 days to inspect the condition of the return. If the condition is not as described or expected, you would receive another invoice if you already paid the replacement invoice with the credit**.

Note that while a case must be created, there is no troubleshooting requirement for sales returns for credit. However, troubleshooting while an authorized agent is on site is required for most advanced product replacements, some exceptions apply.[2]

The state and status of your return is visible in the Savant Community on the associated support case. Visit the Savant Community knowledge base for additional information.

Shipping and Delivery Policy

Shipping Damage

Savant offers replacements for products damaged during shipment. To qualify for a replacement, shipping damage must be reported to Savant within 30 days of the shipment delivery date and with supporting documentation. Failure to do so may result in denial of the claim. Click here for instructions on how to submit your claim.

Delivery Issues

If a shipment is marked as Delivered by the carrier but cannot be located, Savant must be notified within 30 days of the reported delivery date.

If a shipment is reported by the carrier as Lost in Transit, Savant should be notified as soon as the loss is identified.

For instructions on reporting a missing or lost shipment, click here.

[1] Credits are only available if you purchased product directly from Savant.

[2] Exceptions are handled case by case. Contact your account manager with questions.

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Sales Return Policy

This policy only applies to items purchased directly from Savant that are new or unused, and that are not custom built. An Order Number is required for all sales returns, and a valid serial number is required when applicable.[3]

Packages/kits must be returned together and reference the case number. Custom, demo, beta, factory refurbished, or clearance/last-time-buy products may not be returned for credit.

Non-defective products purchased directly from Savant may be returned for Savant Store Credit, up to 90-days after date of purchase. Applicable restocking rates apply. Shipping and freight are the responsibility of the authorized agent.

New/Unopened Box		Open Box	
0-90 Days	No Handling Fee	0-90 Days	20% Handling Fee
Over 90 Days	No Credit	Over 90 Days	No Credit

Custom Speaker Grilles, Engraving Kits, Inception Shades & Fixtures	Custom Shade Fabric
All Sales Final. No Credit.	All Sales Final. No Credit

Available/Unapplied License & Subscription*	
0-45 Days	Full Credit
Over 45 Days	No Credit

Savant licenses and subscriptions are eligible for full credit returns for up to 45 days from purchase when not activated/applied to a Job. Once applied, licenses and subscriptions can no longer be returned. Licenses and subscriptions not activated after 2 years will expire.

Click here for instructions to submit a sales return request.

Product Defective Policy

Advanced Replacement of Product(s) – In-warranty

Savant offers advanced replacement of in-warranty products. To qualify for an advanced replacement, the order number and Savant authorization is required as well as a valid credit card securing advanced replacement product.

The default RMA credit card stored in the Savant Community will be used unless alternate credit card information is supplied. The credit card secures the advanced replacement until the original product is returned.[4]

For instructions on submitting a Savant support case for a product not working as intended, click here.

[3] Serials may be required when an order includes more than one of the same products, but not all are being returned.
[4] If within return terms.

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If product is deemed defective, Savant will move forward with the advance replacement. Original product must be returned within 90 days of the last replacement order shipment. If product is received after the 90-day return window, the RMA credit card on file will be charged for the price of replacement product.[5]

Click here for instructions on returning a defective product to Savant.

Note that if advanced replacement is approved, the replacement product will inherit the remainder of the original warranty period unless a defect occurs during the final 90-days of the original period. In that case, the warranty period is extended to 90-days from the date of shipment.

Replacement Shipping Method

Savant's standard shipping method is 3-day Express Saver or International Economy and is covered by Savant for all in-warranty advanced replacement product.

If expedited shipping is requested, all charges are the responsibility of the Authorized Agent and will be assessed on the invoice against the provided credit card.

Requests for Saturday delivery within the United States requires the authorized agent's shipping account type and number for the shipment; this cannot be billed through Savant.

[5] Price is based on the Authorized Agent's discount tier, calculated against current product MSRP. If Authorized Agent does not have an active discount tier, Savant will provide a quote to the Authorized Agent.