

BANNO LIGHTING

High-End Art Lighting Solutions
Address: 172 Suydam St #4r, Brooklyn, NY 11221, United States

Phone: +1 347-697-4784

PRODUCT ISSUE?

FREE RETURN & REPLACEMENT

3-YEAR WARRANTY

In the unlikely event you receive a faulty or defective product, Banno Lighting will replace it at no cost to you, including return postage, provided it's within the 3-year warranty period.

INSPECTION UPON DELIVERY

Please inspect your item immediately upon delivery. Check for damage, missing parts, or anything that doesn't match your invoice or product description.

If you notice an issue, contact us within 7 days by completing the return form. We'll advise on next steps.

You'll need to provide:

- Proof of purchase
- Photos or videos of the issue
- Certificate of compliance from your licensed electrician (if applicable)

Allow 7 days for our team to inspect your return once received.

Custom Order & Returns Policy

All custom-made products are non-returnable once ordered, provided they match the specifications listed on the invoice. Our standard CCT is 3000K. L'Art Zoom uses phase dimming, while L'Art Multi and L'Art Deluxe use 1–10V dimming. Any variation in CCT or dimming constitutes a custom order.

IMPORTANT RETURN POLICY

At Banno Lighting, returns cost us significantly. When you return a product:

- We absorb the original shipping cost to you

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- We cover the return shipping to our warehouse
- We must inspect every item by law before it can be resold
- Each unit must be repacked before going back into inventory

Because of this, returns due to change of mind (not related to product faults) will incur a 35% restocking fee.

To submit a return request, please email info@bannolighting.com.