

### **1. Why do you need my address for support inquiries?**

If you provide your address it will allow us to ship your replacement parts quickly if your product is covered under warranty.

### **2. My spotlight will not charge or does not work. What should I do?**

Most spotlights contain lead acid batteries and must be cared for properly and charged frequently. Dorcy will replace a defective lead acid battery within one year of purchase.

### **3. Does Dorcy International offer a Lifetime Warranty?**

No. Dorcy offers a limited One Year Warranty on most of our products.

### **4. My lens is broken on my spotlight or LED flashlight. What can I do?**

Unfortunately, Dorcy do not offers replacement lenses for products.

### **5. My Patio Lamp does not work what do I do?**

Please make sure the pole is inserted all of the way and the tabs line up. There is a negative and positive in the poll that must match. Please insert firmly and once it is inserted all of the way you will hear a click.

### **6. I have a Dorcy light but do not know what light I have .**

When using the contact us area there is a area where you can upload a picture of the product which will help us in determining the product you have.

### **7. Maintenance for your rechargeable lights.**

All batteries in rechargeable lights need to be maintained and charged them periodically. If a rechargeable light is in a closet and has not been charged for 6 months it will not have a charge in it when you need it most. You should charge your lights even if you are not using them every 3 months.