

Customer Service

Secure Payment Information:

This site uses (SSL) digital certificate technology to connect securely and directly to the payment gateway. This software is considered the best technology available today for secure commerce transactions on the web. All of your information including credit card and personal information is encrypted. This means no one else can read it.

Shipping:

Shipping is quoted to your destination. All light sets ordered before noon Pacific Time will ship that day. The Hummingbird Playground Fountain is made special order taking 3-4 weeks for assembly and after 15 days subject to a 20% cancellation fee to cover partial cost of materials. Progress updates are sent when delays are encountered. We use USPS priority shipping and UPS Ground services. If you have any questions regarding the status of your order and when it will arrive please e-mail us at : support@sprinklites.com

Return Policy:

Our return policy is super easy. If you are unhappy with the Sprink-L-ites^(TM) you ordered you have 30 days to return them. Simply mail your product back to us and the returned merchandise will be credited to your credit card. Product failure, should the LED fail to operate the LED and wand will be replaced no charge customer pays shipping, (USPS small flat rate box). Please do not mail us merchandise with damage you were responsible for. The made to order Hummingbird Playground Fountains cannot be exchanged.

Please mail to this address:
Sprink-L-ites(TM)
29863 Bahia Drive
Canyon Lake, CA 92587

Privacy Policy Customer information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without the consent of the customer, other than for the express purpose of delivering the purchased product or service requested by the customer.

Private Customer information (credit cards, S.S. Numbers, financials, etc.) will not be kept on file for more than 60 days. (If a company requires more than 60 days, they must receive special approval from Trust Guard.)

Customer will not receive any continual email solicitation from the company, unless the customer consents to the solicitation at checkout, or through a double opt-in process. And, if the customer does consent to receive email from the company, the company agrees to have a simple unsubscribe option available, along with unsubscribe instructions in every email.