

RETURN POLICY

We pride ourselves in being responsive to our customer's needs by issuing the following guidelines:

1. We will accept the return of defective merchandise up to one year from the date of invoice. A return goods authorization (R.G.A.) must be issued by us for said return per guidelines. The return must be suitably packed to prevent additional damage in transit (preferably the original carton).
2. Warranty does not cover products subject to abnormal weather conditions, improper installation, usage or for exterior finish. Halogen bulbs (where supplied) are not warranted for any specific time period.
3. Restocking charge - All products returned for reason other than defects are subject to a 20% restocking charge and must be authorized by the sales department.
4. Damage/Defects - Buyer's agents/employees are required to inspect all goods prior to acceptance for visible or concealed damage. Notification of carrier within 15 days after delivery is the responsibility of buyer and we will not assume loss/liability in said problem. The company will be glad to assist in the processing of claims.
5. Except as expressly stated herein, there are no warranties. Express or implied by operation of law or otherwise, pertaining to the products sold under this agreement. The company disclaims any implied warranty of merchantability or fitness for a particular purpose. In no event shall we be liable to buyer, its agents, representatives, employees, customers or any other third party for any incidental, indirect, special or related damages including without limitation loss of use, loss of revenue or loss of profit, in connection with or arising out of this agreement or the existence, furnishing or functioning of any items or services provided for in this agreement or from any other cause, including without limitation claims by third parties, even if we have been advised of the possibility of such damages. Our sole liability of any kind, whether on warranty, contract or negligence grounds, with respect to the products furnished under this agreement shall be limited to the cost of any defective products, provided, however, that we shall be under no obligation to install replacements or to cause replacements necessitated in whole or in part by catastrophe, fault or negligence of the user or any third party, improper or unauthorized use of products, use of products in a manner for which they were not designed or intended or by causes external to the subject product, including without limitation, shipping damage or power failure.
6. Credit will be issued in the form of merchandise credit only, valid for 1 year from the date of issue.