



## Image Arch Lighting, LLC Terms and Conditions

### LIMITED 5 Year 50,000 Hour WARRANTY for LED Products

Image Arch Lighting, LLC warrants those products sold will, upon shipment, for a period of five years of any defective Driver or Modules for our Architectural and Commercial products. Image Arch Lighting will replace any defective parts during that time. The customer will need to fill out our RMA (Return Material Authorization) located on our website to get approval and IAL will issue an RMA. The customer will need to supply a Purchase Order for the defective product once the RMA is issued. The customer is responsible for payment until the factory determines and the defect falls under IAL's responsibility. Please **do not ship** product back until you have been assigned an RMA along with a Purchase Order. Once we receive a defective product back engineering will test and determine if this falls under warranty. **(See LED Limited Warranty)** for Warranty qualifications. Image Arch Lighting reserves the right to refuse to honor the above warranty for any product(s) subject to neglect, abuse, and repair, altered, improperly installed, or installed in application for which our product is not intended. In no event and under no circumstances shall Image Arch Lighting be liable to the purchaser or to any other person for any indirect, special, consequential, or incidental losses or damages for more than the total product cost.

### PRICES

Written and Emailed quotations expire 30 days after date of quotation. Image Arch Lighting reserves to adjust upwardly certain or all its prices to reflect anticipated volatility in the costs of critical raw materials and components.

### ORDER ACCEPTANCE

Any order or order's modification of these terms or conditions will be in writing by Image Arch Lighting.

### RETURN GOODS AUTHORIZATION

No products are to be returned without prior Image Arch Lighting authorization and then only in accordance with Image Arch Lighting's instructions and terms and no later than 60 Days from ship date on stock items only. Under no circumstances shall purchasers assume settlement, nor will Image Arch Lighting be bound via deductions from remittance due.

When return is occasioned due to Image Arch Lighting's error other than covered by warranty, full credit including transportation charges will be allowed. All credits if approved by Image Arch Lighting will be applied towards future purchases.

When the purchase requests authorization to return products for reasons of his/her own issues approval for return, purchaser will be billed a 25% restocking fee plus outbound freight. Any nonstock and build to order products are not returnable. The return shipment is to freight pre-paid by the purchaser. All materials must be in resalable condition and of current design, no obsolete items, discontinued items, or those special products built to the purchaser's specification will not be accepted for return. In no event will Image Arch Lighting be responsible for products returned without proper authorization or identification.

### FREIGHT

Image Arch Lighting reserves the right to select origin of shipment, routing, and other method of transportation. If a customer specifies an alternate routing, the customer must assume additional charges. Materials not in stock when the order is released by the customer will be shipped as soon as possible thereafter. Freight will be allowed on these shipments if original order as released meets allowance terms specified below:

- a) Premium freight charges such as air freight will be at the purchaser's expense. Written authorization by facsimile, letter telegram or telex must be received from purchaser prior to the shipment leaving Image Arch Lighting.
- b) Transportation charges will be pre-paid and added to the invoice unless otherwise stated.
- c) No Cost shipping on all orders over \$3,000.00 East Coast and \$2,000.00 West Coast with exception of our MHL Handrail Series. (See **Imagerail** ©) separate Terms and Conditions and Warranty.
- d) Customer has 48 hours to report any shortage or damaged products after delivery. After that Image is not responsible for damaged or missing product.