

GENERAL TERMS AND CONDITIONS

TERMS OF PAYMENT:

Payment due on approved credit net 30. 1% discount net 10 days from date of invoice. A service charge of 1.5% per month to past due accounts where applicable.

RETURN MERCHANDISE:

Authorizations must be obtained in writing prior to returning any merchandise. All requests must be received within 90 days from the invoice date and a 35% restocking fee will be assessed on all returns with the exception of warranty replacements. The customer is responsible for paying all invoices and may not take the debit until the material is returned, inspected and a credit memo has been issued. Discontinued, special order or modified fixtures are not returnable – no exceptions will be made. All return freight will be at the expense of the customer with the exception of warranty replacements. Should the return be the responsibility of Intense Lighting, a call tag will be issued to retrieve the shipment. All returns must be in original cartons and in re-sellable condition to receive credit. All returns must have the RGA number clearly marked on the box and a copy of the RGA must be included with the return. All returns must arrive at our facility within 60 days from the issued date and within the terms stated above otherwise, the return will be refused or returned at the customer's expense. Any return that results in the original purchase order value not meeting the freight allowance will have the outbound freight cost deducted from the credit.

PRICING:

Prices are subject to change without notice. Prices do not include any applicable taxes.

BACK CHARGES:

All back charges must be approved by Intense Lighting prior to the work being completed, all un-authorized labor charges will not be reimbursed. All labor quotes should be submitted and approved with a "not to exceed value" prior to completing the work. Intense Lighting is not liable for delays due to product arrival dates. All shipping information is given for customer convenience and is not binding commitment to be used for scheduling of labor or work completion.

WARRANTY:

Intense Lighting guarantees that products sold will, upon shipment be free of defects from manufacturing for a period of one year. Transformers, lamps, and ballasts will carry the warranty of the manufacturer. This warranty does not apply to products that have been altered or repaired outside of Intense Lighting's factory or have been subject to abuse, neglect, misuse, improper installation or accident (including shipping damages). Intense Lighting shall not be liable to the purchaser or to any third party for any indirect, special consequential or incidental losses or damages. Purchaser's sole remedy is to seek replacement product from Intense.

MODIFICATIONS:

No modification of these terms or conditions will be valid unless specifically agreed to in writing by Intense Lighting. Intense Lighting shall not be liable for any damages for failure to meet a shipping schedule.

SPECIAL ORDER / CUSTOM PRODUCT:

Special order and custom items require a minimum order quantity and extended lead times may apply. All special orders are non-cancelable. Payment in full is due on any cancelled special order and custom products. Custom painted items will require a set-up charge and additional charge per unit.

FREIGHT:

Freight will be prepaid and allowed by Intense Lighting on any order totaling \$1700 or more within the limits of the continental United States. Freight will be prepaid and allowed on any order totaling \$2500 for Hawaii, Alaska, Puerto Rico and Canada. All prices are F.O.B Anaheim C.A. All orders being shipped to their dedicated state will have to meet the dollar amount posted for prepaid freight. Any orders requesting special shipping or not hitting the prepaid freight term will have to be paid by the customer. Intense Lighting reserves the right to determine the best way to ship. If customer designates a carrier that is not a standard Intense Lighting carrier, the customer will be responsible for the freight regardless of the freight allowance. All shipments requiring air freight must be made in writing prior to freight on board and total cost is the responsibility of the customer.

Quotes Fax: (714) 630-9885 / Orders Fax: (714) 630-9884

Tel: (714) 630-9877 / Fax: (714) 630-9883
Toll Free: (800) 961-5321 / Toll Free Fax: (800) 961-5322

Visit Intense Lighting Online
www.intenselighting.com

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