

## TERMS & CONDITIONS OF SALE

**Orders:** No order will be considered binding without written notification from the buyer. Any order under \$100.00 is subject to a \$25.00 handling and processing fee. A cancellation/return fee will be assessed to orders that are cancelled after being released to production. For a standard stocked product, a minimum fee of \$20.00 or up to 30% cancellation/return charge may be assessed. Special/custom orders are non-cancellable and non-returnable. All returns must be accompanied by an approved Returning Merchandise Authorization (RMA) form.

**Freight Allowance:** All orders of full cartons or orders over \$2500.00 qualify for freight allowance (within the Continental United States), unless otherwise noted. **Partial shipments must also meet this requirement.** For all orders that qualify for freight allowance, we reserve the right to select the carrier and routing of the shipment.

**Shipment Lead Time:** Standard lead times for items not in stock or items which are special/custom ordered is 8 weeks. However, due to custom orders or material shortages, lead times may vary.

**Pricing:** Prices are subject to change without notice. All prices are valid for the time frame established on the quotation.

**Payment Terms:** Invoices are payable 1.5% 15, NET 30 days O.A.C., interest charged at 1.5% per month (18% per annum) on overdue accounts. We do not ship to any accounts over 30 days past due. Please remit payment to Twice Bright Lighting Co. Ltd., 223B – 8257 92 Street, Delta, BC Canada, V4G 0A4.

**Limited Warranty:** Twice Bright Lighting's limited warranty is contingent upon and does not become effective until orders are fully paid. Twice Bright lighting's warranty is not available to clients/and or orders where there is an outstanding balance due and/or overdue invoice.

Twice Bright Lighting warrants its products to be free from defects in materials and workmanship for the period of two (2) years from the date of invoice. Certain Twice Bright products may have a longer warranty period. It may be stated on the product data sheet or given in writing, at Twice Bright's discretion, for certain projects. Twice Bright Lighting reserves the right to issue credit, repair or replace any defective material at our option upon notification and verification of the defective material and call for the physical examination and verification of the defective material and deny this warranty if the material and/or product was damaged, installed improperly, altered or used for applications for which it was not intended. **Return shipping fees are the sole responsibility of the purchaser.**



There is no labour reimbursement indicated to be part of Twice Bright Lighting's warranty. No labour charges will be honoured without written approval and an agreed upon dollar amount between Twice Bright Lighting and other parties involved. **No Labour charges will be accepted under any other circumstance.**

**Returns:** All returns, including items under warranty, must be accompanied by a RMA (Return Merchandise Authorization) form. RMAs will only be issued within 30 days after date of purchase. All returns are subject to 30% re-stocking fee. **Return shipping fees are the sole responsibility of the purchaser.** Refunds will only be issued on items returned in original packaging and in original condition. Installed fixtures will not be eligible for refund. **All authorized returns shall be allowed a credit only against future orders.** In no case shall funds be returned to the buyer. Products may be returned only with the prior permission of Twice Bright Lighting.

Revision July 2022