



# LumiSource, Inc.

*Stylish Decor • Affordable Prices*

## **Sales Terms & Conditions**

### **1. Minimum Order**

There is a \$200 minimum for all initial orders. Re-order minimum is \$100. One \$10 packing fee is assessed on items ordered of less than master carton size.

### **2. Volume Discount**

Applicable volume discount will be honored from most recent pricing schedule. Call for larger volume purchase quantities. Custom lamp designs and logo imprinting / application will be quoted separately. Prices may change without notice due to international economics.

### **3. Merchant Resale Tax Exempt/Tax ID#**

Merchant resale # required prior to shipping initial order.

### **4. Terms**

Terms will be extended only to customers with a purchasing history with LumiSource, Inc. Terms are Net 30 days from date of invoice. Shipment will not be made to past due accounts until account is current. Returned checks are subject to a \$25 charge to your account.

### **5. Shipping & Delivery**

Most orders are shipped via UPS. Large items and volume orders will be shipped via Common Carrier. All freight charges via Common Carrier F.O.B. LumiSource warehouse. When receiving Common Carrier shipments, count cartons before signing for shipment to make sure your count matches the delivery paperwork. Delivery is approximately 1 - 3 weeks on all in-stock product from date order is placed. Some shipments may be delayed due to circumstances outside of our control. An expedite fee of \$20 will ensure your order is processed within 3 business days from the date it was received. Refused orders are subject to a 20% restocking fee and all freight charges are due. Any customer who refused a COD order must prepay all future orders and pay-off the balance of freight costs incurred on the refused order.

### **6. Backorders**

Every effort is made to ship orders quickly and completely, but occasionally an item may be backordered. As soon as such items become available, we will ship immediately and send notification of shipment.

### **7. Damages/Returns**

All shipments should be inspected immediately upon arrival. Report any losses or damages to us within 15 days of receipt of shipment. Returns or exchanges will not be honored if you notify us past the grace period. Please call customer service for a Return Merchandise Authorization Number prior to shipping product back. RMA number must appear on shipping label to qualify as a valid return. No item may be returned without an RMA number. Manufacturer defective product may be returned for a 100% credit within 90 days of invoice. We will issue a UPS Return Service label for its return. Return Service label may be shipped with replacement product. Returns (not damaged) can be sent for 100% credit excluding freight within 90 days of invoice. All other product return reasons will be addressed by the Customer Service Manager. Unauthorized returns are subject to a 20% restocking fee.

### **8. Copyrights**

All LumiSource products are copyright and trademark protected for legal protection of LumiSource designers, valued retailers and distributors.

### **9. Warranty**

LumiSource, Inc. has carefully examined and inspected each product at the time of manufacturing and warrants each product to be free from defects in workmanship at the time of shipment. Each product is further warranted to function properly under normal conditions of use for a period of 90 days from the date of consumer purchase or receipt. This warranty is not valid if the product is misused or abused. In the event that repair or replacement should be necessary, call the Customer Service Department @ 1-888-461-5864, LumiSource, Inc.

### **10. Placement of Orders**

Placement of orders constitutes buyer acceptance of all terms and conditions as stated.

### **11. Retail Pricing**

Many luminaries have exclusive licensing with LumiSource, Inc. We reserve the right to cease sale to any retailer who purposefully sells LumiSource products at a significant discount.