

POLICY GUIDE

CONDITIONS OF SALE

- All fixtures are inspected and tested on premises before shipment.
- Hi-Lite Mfg is a UL listed company.
- Once fixtures are received, they are non-returnable.
- All changes and cancellations of original orders must be received in writing, not verbally within 24 hrs and charges will be based upon expenses already incurred by Hi-Lite.
- Customer will be billed for cost of sample and any freight charges incurred.
- Opening orders for a new account is \$ 1,000.00 for credit terms; otherwise cash in advance is required for customers without active credit accounts.
- On custom fixtures, a 50% deposit will be required before production of product. Once production is started, custom fixtures are non-cancelable and non-returnable.
- Bulbs are not included.
- There will be a surcharge for drop shipment of \$15.00 otherwise known as a Drop Ship Fee, plus any additional charges for notification insurance etc.
- Minimum order \$ 100.00 or service charge of \$20.00. No minimum order charge on parts.

PAYMENT TERMS

- Net 30 days from date of invoice with approved credit; otherwise we will require check in advance.
- Invoices 30 days or more past due will be subject to an interest rate of 1 ½% monthly of total amount due.
- \$100.00 service charge on all returned checks.

FREIGHT ALLOWANCE

- All shipments are F.O.B.; Hi-Lite Mfg. Orders exceeding \$ 2,000.00 will be shipped freight collect with deductions, for freight allowed when invoice is paid within terms. Poles are not freight allowed and cannot be combined for freight allowance. This policy applies to accounts that are shipped within the continental United States; this excludes Alaska, Hawaii, Canada and Puerto Rico. Orders of less than \$ 2,000.00 will be shipped freight collect.
- Freight allowance does not apply to any air shipments.
- If invoices are not paid within terms, orders are not freight allowed and distributors are responsible for all freight charges.
- Hi-Lite Mfg reserves the right to select the carrier, unless special arrangements are made prior to shipment.
- Freight allowances apply for stocking distributors only, and do not apply to custom fixtures.
- Supplemental carrier charges for telephone notification, residential delivery, and redelivery or inside delivery are not allowed and will be invoiced to customer.
- All Poles are not freight allowed and cannot be combined with freight allowed orders.
- All Hi-Lite Products may be combined for freight allowance EXCEPT POLES and custom fixtures.
- Consignee should inspect ALL contents for obvious or concealed damage and or shortage.
- Items shipped via UPS or Fed Ex with a net cost of \$ 100.00 plus will have additional insurance cost invoiced.

WARRANTY BALLAST:

- Ballasts are guaranteed by the ballast manufacturer for a period of two years from date of shipment.
- Units which fail within the warranty period will be replaced or exchanged at the local ballast manufacturer's discretion.
- Hi-Lite will not honor any labor, chargeback's, rental of equipment, travel time or any penalties for project not meeting the completion date.

RETURN OF MERCHANDISE

- All products are non-returnable. No exceptions.
- For damaged merchandise please contact factory for instructions on repair and returns.
- Replacement parts will be shipped out ground delivery by factory. No overnight shipments will be accepted.
- No charge backs or charges for labor or materials will be accepted.
- Hi-Lite will not be responsible for any electrician fees or labor expenses.
- Products must be inspected by purchaser prior to installation.

LIMITED WARRANTY

- Hi-Lite mfg will repair or replace at our discretion, any fixture that fails to operate within 90 day of date of shipment.
- We will warranty all goods manufactured by Hi-Lite to be free from defects in materials and workmanship under normal use and service. Any goods found to be defective, upon examination by us, within one year from date of shipment shall be replaced. Hi-Lite will not be responsible for any electrician fees or labor expenses.
- In case of extreme weather conditions such as salty environment, acts of Mother Nature, hurricanes, etc. stated, there are not other warranties expressed or implied.
- If Buyer defaults with respect to any payment described here and above, it shall pay Seller for all costs and expenses, including legal expenses and attorney fees.
- Cord mounted fixtures are for interior/dry location only.
- Stem hung fixtures are damp location only.
- Gooseneck arms/brackets and post mounted arms are exterior/wet location.
- Please refer to color chart for color ratings. Some finishes are rated interior only.
- Hi-Lite will not honor any labor, chargeback's, rental of equipment, travel time or any penalties for project not meeting the completion date.