



HIGHLY INNOVATIVE • TECHNOLOGY BASED • QUALITY LIGHTING PRODUCTS

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GENERAL TERMS AND CONDITIONS

- A. PRICING – All prices are F.O.B. shipping point and are subject to change without notice.
- B. TERMS - Net 30 days. Payments over 60 days are subject to interest at a rate of 1% per month. **Custom lighting jobs require 50% payment with order and the balance upon shipment.**
- C. FREIGHT - Freight on orders over \$1500.00 will be prepaid and allowed on shipments within the Continental U.S. Split shipments under \$1500.00 will incur freight charges unless elected by the company. **Freight is charged on all custom lighting jobs.**
- PROLUME RESERVES THE RIGHT OF CARRIER AND RATE SELECTION. CUSTOMERS WILL ASSUME ANY EXTRA FREIGHT COSTS FOR TRANSPORTATION SPECIFIED VIA AN ALTERNATE METHOD.
- D. ORDERS – All orders require written confirmation to the factory prior to shipment. FAX copies are acceptable. Orders received and accepted as “hold” orders will have pricing firm for 180 days unless otherwise specified.
- E. TAXES – Prices do not include Federal, State or Local taxes where applicable.
- F. CLAIMS – All claims for missing or damaged (visible or concealed) merchandise are the responsibility of the receiving party. In such an event, the factory will provide proper and required assistance, as is best possible.
- G. CANCELLATIONS – Orders for standard products cancelled prior to shipment are not subject to charges. Orders for special or custom products, where the company has incurred unusual charges for material or value added content will carry charges for such costs. Orders cancelled after shipment will be subject to the Prolume Return Goods Policy.
- H. RETURN GOODS POLICY – No products will be accepted for return without prior written authorization in the form of an “RGA” from the company. An RGA will be issued at the request of the customer or company representative for...
- 1) Defective Material Claims
 - 2) Product Exchange
 - 3) Reasons such as incorrect material, excess material, representative or customer error, etc.
- I. RETURNS – The following conditions will apply to all returned material...
- 1) Returned material must be received within 45 days of the RGA issuance.
 - 2) Material must be returned freight prepaid.
 - 3) Only items on the RGA will be accepted.
 - 4) Only in-warranty, complete and non-modified units will be accepted.
 - 5) After return, all material will be inspected for condition.
 - 6) Credit or replacement will be issued pending satisfactory evaluation of the above.
 - 7) RESTOCKING CHARGES, if warranted, will be applied at an appropriate rate.
- J. DEFECTIVE MATERIAL – Prolume reserves the right to repair or replace any equipment that is determined to be defective as a result of faulty workmanship or materials on the company’s part. **NO CREDIT WILL BE ISSUED IN THESE CASES.**
- K. WARRANTY – All Prolume exit sign products (except batteries) are fully warranted against defects in workmanship and materials for a period of ten (10) years. Batteries carry a separate seven (7) year pro-rata warranty. Custom lighting is warranted for one (1) year. **PRODUCTS DEEMED TO BE DEFECTIVE DUE TO IMPROPER HANDLING, MISUSE, ABUSE OR IMPROPER INSTALLATION ARE NOT COVERED UNDER THIS WARRANTY.**