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# ULTRALIGHTS

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## Terms & Conditions

### Customer Satisfaction

Ultralights believes that customer satisfaction is of paramount importance. As our customer, you deserve the best products and services we are capable of providing. Whatever we can do to facilitate your sales, please do not hesitate to call us directly.

### Terms & Conditions of Sale

First time orders shall be prepaid or C.O.D Credit may be issued to customers upon the completion and execution of Credit Application and Agreement by customer and upon the express approval of Ultralights and shall be subject to the terms and conditions as set forth on the Application and Invoice. Pricing of products is subject to change without notification. Payment on all invoices for services and products (excluding modified or custom orders) is due 30 days from invoice date. A 4% discount may be applied on any stock orders (merchandise only) over \$2,000.00 only if payment is received within 15 days of invoice date (credit card payments excluded).

Please remit all payments to:

**Ultralights Lighting**  
**1936 E 18<sup>th</sup> Street**  
**Tucson, Arizona 85719**

### Terms of Payment

Past due invoices will be charged interest at the rate of 1.5% per month (18% per year) except where prohibited by law Ultralights may hold for production or for shipping any orders for accounts with past due balances. Ultralights may at its sole discretion cancel any account due to delinquent status. Should any account be turned over to collections, all costs incurred shall be added to the account balance.

### Orders

Ultralights appreciates the support of all our customers. In order to alleviate any confusion, we require all purchase orders be signed by responsible party and faxed or mailed Any and all changes must be in writing and acknowledged by Ultralights.

### Custom & Modified Orders

Please request quotations in writing. Terms on custom orders are 50% deposit and 50% prepaid, including freight. Custom pieces are noncancelable, non-returnable and non-refundable.

### Shipping Information

Ultralights reserves the right to choose the shipping company, whether ground or air. Freight charges for air freight under any circumstance shall be paid by customer. It is our customer's responsibility to inspect all orders for concealed damage or defective goods. And report such damage to Ultralights in writing within 10 days of receipt of merchandise. We will file a damage claim and notify you of shipper's requirements. Should we not be notified of damage or defects within 10 days of receipt, we will be unable to facilitate any returns or damage claims. Ultralights shall not be responsible for damage or defects after 10 days.

### Returns & Cancellations

There is a 75% plus freight (both ways) restocking charge on returns and cancellations. No products may be returned after 20 days of original ship date and without authorization and issuance of a Returned Goods Authorization (RGA) number. Please call factory prior to shipment. Restocking charges are applicable upon inspection of merchandise at factory and will be issued as a credit against future orders.

### Warranty Information

All Ultralights fixtures are under warranty against defects in materials and workmanship for a period of two years from date of purchase. This warranty is expressly limited to repair or replacement by Ultralights (not to exceed the original purchase price) and is voided by misuse, incorrect installation, or modification. Ultralights shall provide each product with a two year warranty against finish and electrical defects when installed per instructions and all applicable codes. Any modification voids all warranties, expressed or implied.

### Warranty Returns

Factory defective returns must receive prior written authorization within 10 days of the ship date. Please call factory for Returned Goods Authorization (RGA). Ultralights cannot accept any returning products for any reason without our RGA number displayed prominently on shipment (preferably in original packing materials). Ultralights cannot issue Call Tags for any reason. After receiving RGA, customer will ship direct to Ultralights where the return will be subject to inspection. Ultralights reserves the right to refuse credit for any items returned which appear to be misused or mishandled Credit will not be given for any return which has sustained damage during transit and the customer will be responsible for filing all necessary freight claims. Ultralights will issue credit for returned items and freight within 5 days of inspection and acceptance. Deductions from payments prior to the issuance of credit will not be allowed.

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[WWW.ULTRALIGHTSLIGHTING.COM](http://WWW.ULTRALIGHTSLIGHTING.COM)

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