

# TERMS & CONDITIONS

The terms and conditions in this document supersede all previous terms and conditions and apply to LightCorp products and products sold under their brand, Most Modest. All references to "LightCorp" contained herein also apply to the Most Modest brand, products, and policies.

Prices, discounts, and product offerings are subject to change without notice. Standard lead time for most LightCorp products is two weeks (10 business days) from order acknowledgment.

**PRICING & TERMS:** All prices are in US dollars. All prices are subject to change without notice. Prices are F.O.B. Destination to the United States (excluding Alaska and Hawaii), one destination per order. First order may be prepaid to meet lead time. Net 30 days for all ACH and check payments. Net 10 days for credit card payments. A 1-1/2% interest per month will be added to past due accounts.

A small order handling fee of \$25 will be applied for orders less than \$2,500 net.

If a call before delivery or call for an appointment is required, a \$65 fee per call will be added to your final invoice.

**AGREEMENTS:** All contract agreements are contingent upon accidents, acts of God and unavoidable delays which are not subject to our control. Acceptance of orders is subject to approval by the LightCorp Sales department.

**ORDER ACKNOWLEDGMENT:** Buyers will receive acknowledgments within 2 business days of order receipt. All acknowledgments shall be reviewed for clerical and pricing errors, and the buyer is responsible to advise LightCorp of any corrections required. Incomplete orders will receive a written or verbal request for clarification and will not be processed until the correct information is received by LightCorp.

**RETURNED MATERIAL AUTHORIZATION (RMA):** Product returned to LightCorp in Grand Haven, Michigan, must be accompanied by an RMA number, which is issued by the Customer Service department. Any product returned without such authorization will be returned to sender, unopened, and at the original buyer's expense. Special order products are not eligible for returns.

LightCorp has sole authority to issue an RMA for non-warranty returns. A request for return must be made within sixty days of the original shipment, buyer must advise the reason for the return request, the original invoice number and date, quantity, and product number of the returned items. Contact the Customer Service department to request the RMA. The RMA number must be clearly marked on the exterior of the returned cartons. LightCorp will not issue credit if the product is not returned within 30 days from the receipt of the RMA number.

A restocking charge of 35% will be applied to non-warranty returns. Product must be in its original carton, unopened. Upon approval by the Quality department, credit will be issued at prices in effect at the time of the original shipment, less any applicable restocking charges. Return request credit amounts will be determined by LightCorp. Custom product and special paint finished product will receive no credit unless defective and within warranty period.

Transportation charges for all non-warranty returns will be the obligation of the buyer. For warranty returns, LightCorp will coordinate getting the defective product back as well as sending out the replacement product.

**FOR DEFECTIVE PRODUCT THAT IS UNDER WARRANTY:** Upon inspection of the product, if it is found not to be faulty as described, a credit will not be issued. All products returned in working condition, or product that is not from LightCorp, will need to be returned to sender within 5 days of the initial inspection. Shipping costs for returns of this nature will be at the customer's expense. Products not picked up within the 5-day time frame will be recycled.

**SHIPPING DAMAGE/SHORT SHIPMENTS:** Orders shipping F.O.B. Destination must report any shipping damage or short shipments within 7 days from receipt of order. To be considered for credit or replacement, documentation must be provided showing that the shipment was signed for as either damaged or missing product.

For orders that ship F.O.B. LightCorp, LightCorp assumes no responsibility and makes no allowance for delays, loss, or damage from any cause after goods have been delivered to, or picked up by, transportation companies.

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**MISSING ITEMS:** If the product or any of the components are found to be missing from the carton, you must contact LightCorp within 30 days of receiving your product to be considered for credit or replacement.

**ELECTRICAL CODES:** Since local electrical codes vary, we suggest that you contact a licensed electrical contractor or engineer for proper application of electrical products. Responsibility for code compliance belongs to the local supplier, contractor, architect or design firm. LightCorp, or its representatives or agents, are not responsible for specifying products to meet local codes.

**SPECIFICATION OF PRODUCT:** LightCorp, or its representatives or agents, are not responsible for specifying products to meet project or local code requirements. Specification and selection of products is the responsibility of the firm that places the purchase order with LightCorp.

**SAMPLES:** Contact Inside Sales for showroom sample policy at [insidesales@LightCorp.com](mailto:insidesales@LightCorp.com).

**PRODUCT DESIGN:** LightCorp reserves the right to make product changes and improvements as required.

**ACCURACY OF PRODUCT INFORMATION:** We make every effort to ensure our printed product specifications are published correctly. However, specifications to products may change after publishing. For the most up to date product and specification information, please visit our website at <http://www.lightcorp.com>.

**SHIPPING COSTS:** Shipping costs covered by LightCorp are limited to door-to-door delivery, by carrier of our choice. Shipping costs not covered:

- Re-delivery fees for returned packages/shipments.
- Fees for liftgate service due to no dock at location
- Appointment fees for scheduling specific appointment time and/or date by the carrier
- Fees for limited access areas, including but not limited to, government institutions and schools.
- High-cost delivery areas where carriers may apply additional charges to destinations such as, but not limited to, New York, Arizona, and California
- Residential addresses

LightCorp reserves the right to invoice for any additional shipping charges that are incurred, including charges for premium service options.