



Terms and Conditions

Shipments: All shipments are made FOB from Valuelight, 612 Gordon Baker Road, Toronto. The consignee must make claims for damage to the carrier and not to Valuelight. In cases where Valuelight trucks deliver the merchandise instead of a common carrier, claims for hidden damage must be filed with Valuelight in writing within 15 days from the date of delivery. Claims involving shortages or errors in materials must be noted on the delivery receipt, which is returned to Valuelight in writing within thirty days of shipment date. Airfreight routing maybe requested in writing, however not to be the responsibility of Valuelight.

Terms of Payment : Set forth upon Credit Search procedure: 2% 10 days, net 30. 2% per month late charge over 30 days. Please allow up to two working weeks for credit procedures. Additional payment methods: Prepay, C.O.D.
New/Opening Accounts Orders: \$1,000.00. Minimum billing: \$150.00. No terms will be extended on Export Orders.

Return of Merchandise: Merchandise can only be returned with a written authorization number from our factory. Request must be made within 6 months from the date of shipment. Transportation must be prepaid on all return merchandise. Credit will be issued at prices in effect at the time of the shipment, or at the time of return, whichever is lower, provided the products are in a saleable condition. A minimum of 30% restocking charge will be deducted from the credit to cover the cost of handling and inspection. Custom designed and Special Order products are not subject to return.

Delivery: Delivery dates are based on normal working conditions and vendor deliveries. All delivery dates when effected by fire, strike, war, acts of god, or all other unpredictable causes are subject to change. Under these or any other circumstances, Valuelight will not accept any penalty charges levied against it, or recognize the validity of penalty clauses incorporated into sales contract, written or verbal.

Paint Charge / Custom Colours: A minimum lot charge of \$300 for RAL colours and \$500 for Custom Colours. Additional cost may vary depending on manufacturer and source of colour. Lead-time maybe adjusted to accommodate the ordering of special material.

Cancellations: Accepted only if made in writing and received before production. NO VERBAL CANCELLATIONS ACCEPTED. If received after production of pieces subject to 30% fee on merchandise. Project orders may not be cancelled unless Valuelight is reimbursed for work already performed and for special materials purchased by our company. If an order is cancelled after shipment or delivery is refused at destination, all warehousing, delivery and return costs will be charged to the customer, including a min. 30% restocking charge. There is No Cancellation policy on Custom and Modified materials.

Claims: Valuelight assumes no responsibility for the improper selection or installation of its products, or for labour costs involved in repair, exchange or replacement. Our liabilities are limited to the replacement of the defective part. When Valuelight is required to install lamps/fixtures prior to shipment, no responsibility will be assumed for lamp breakage resulting from receiving, installing or shipping.

Guarantee: Guarantee of ballast and lamps not manufactured by Valuelight is that of the ballast and lamp manufacturer. Ballast carry a five-year warranty from date of manufacture against defects in material or workmanship, including replacement, for operation at a maximum case temperature of 70C. Ballasts with a "90C" designation in their catalog number also carry a three-year warranty at a maximum case temperature of 90C.

Warranty: All lighting fixtures are guaranteed for five years from the date of delivery provided the defect develops under normal and proper use. This warranty is applicable only to the replacement or repair of defective parts at company's discretion, with no labour allowance, unless specifically authorized in writing by the factory before such work is started. The warranty does not apply to products, which have been altered, repaired, installed or used beyond manufacturer guidelines, and does not apply to fixtures, parts or components not installed by a qualified technician. The warranty period shall commence from the date of shipment. Written authorization must be obtained from the factory before extensive warranty work in the field that may incur any additional surcharges. BallastSafe 72+ six year fixture and ballast warranty, on-site service, is possible on professionally specified and engineered commercial projects. See the BallastSafe 72+ warranty for details and restrictions.

Custom: is defined as a non-catalogued fixture and/or a catalogued item requiring over and above the options available on cut sheet. Minimum order of \$3000 with 50% deposit on modified units in catalogue. \$10,000 minimum order size for newly developed product or fixtures. Engineering fees, cost of photometric data and drawing charges may occur. Lead-time delineates from date of deposit. No Cancellations.

QUESTIONS? Please call customer service at 1-800-49-LAMPS (800-495-2677) or contact your local VALUELIGHT representative

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