



## **Bright LED Terms and Conditions of Sale**

### **General Conditions**

Unless expressly agreed upon in writing and signed by an authorized representative of Bright LED Company, the following terms and conditions shall constitute the entire sales agreement between Bright LED Company and the purchaser.

### **Claims**

All products are tested for mechanical defects before shipping. Our packaging undergoes regular inspection by transportation authorities, who assume responsibility for any apparent or concealed damage caused by improper handling. Title to the goods passes to the purchaser upon delivery to the carrier, and any claims for damage or shortages in transit must be made directly with the delivering carrier.

- Claims for shortages must be submitted within **48 hours** of receiving the goods.
- All claims must be presented with the proof of purchase and images of defective goods.
- Claims for defective products must be submitted within **30 days** of receipt.
- Failure to submit claims within the specified timeframes will be considered acceptance of the merchandise, waiving any right to claim shortages or errors.

### **Terms**

Bright LED Company's standard product pricing follows **net 30-day payment terms**, with a **1.5% late charge** applied to overdue balances. All orders are subject to approval by our credit department.

Products are sold at FOB **Bright LED Company's warehouse of origin**. Bright LED Company will cover freight costs for individual orders of **\$1,500 net or more** shipped to a single destination within the continental United States, excluding orders with products over **4 feet** in length. For orders containing fixtures over 4 feet, freight costs will be covered

for orders of **\$3,000 net or more** to one destination within the continental U.S. This freight policy does not include add-on services.

- **Poles and products over 25 lbs** are not covered under the freight allowance policy.
- Partial shipments requested by the Buyer must total at least **\$1,000 net** per destination to qualify for prepaid shipping.
- Bright LED Company will select the carrier for prepaid shipments. If the Buyer requests a different carrier, they will be responsible for all associated shipping costs.
- Individual orders below **\$1,500 net** will be drop-shipped to the Buyer's specified destination within the continental U.S., with all shipping costs covered by the Buyer.

### **Specifications**

Product prices and specifications are subject to change without notice. However, Bright LED Company will honor prices provided in an authorized quotation for **60 days** from the date of issuance.

### **Return of Stock Policy**

No merchandise may be returned without prior **written authorization** from an authorized Bright LED Company representative.

- Return requests must be submitted within **60 days** of the original shipment date.
- All returns must be **prepaid** and shipped to the location designated on the **Return Material Authorization (RMA) form**.
- Credit will be issued **minus a 25% restocking fee**.
- Returned products must be in **resaleable condition** to qualify for credit.
- **Custom and modified products** are non-returnable.

### **Cancellation Policy**

- Cancellations may be accepted in writing **only if received before production begins**.
- Once production has started, cancellations will incur a **50% cancellation fee**.
- **Customs and modified products** cannot be canceled once an order has been placed.

