



2008 POLICY

New Account Qualifications (Ask our sales representative for applicable discount)

Customer Type Qualification

Stocking Showroom - Minimum order of \$10,000 at list price plus a minimum of 10 different standard items for showroom display.

Non-Stocking Dealer - No minimum

Terms & Deposits

Terms to **STOCKING SHOWROOMS ONLY** with approved credit are 1% 10 days, Net 30 days from shipping date.

Credit will be extended to **STOCKING SHOWROOMS** who submit satisfactory bank and decorative lighting trade references (min.5), on Hampstead's Credit Application form. All information must be furnished in writing and signed by an authorized person.

For all other customers, terms are 50% deposit with the order, with balance payable in full prior to shipping.

Deposits of 50% are required in advance for all "Non-Stock", "Custom", "Contract" or "Special Order" merchandise from all customers, including STOCKING SHOWROOMS.

All deposits are not refundable nor can cancellation of the order be accepted more than five (5) days after receipt by Hampstead. If 100% is paid in advance and the order is later cancelled, only 50% will be refunded.

Registered Projects

Commercial and residential projects are proposed, priced and quoted nationwide by our qualified Spec Reps who then "Register" these projects with Hampstead Lighting. Once a project is registered, we will honor the prices quoted by the Spec Reps as long as they are valid; therefore, all customers, including STOCKING SHOWROOMS, must find out if a project is registered and, if so, they must then contact the Specifying Rep for pricing. If a project has not been Registered, please Register it with our office to protect your quotes.

Past Due Accounts

New orders will **not** be shipped until all back balances are cleared. Overdue accounts are subject to 1.5% per month finance charge.

Freight

All goods are sold ex-factory, Tucker, Georgia. Minimum shipping charge is \$15 per item.

Freight will not be "allowed" on any Project, Special Order, Custom or Contract orders.

Drop shipments will be charged \$20.00 per shipment. Since UPS does not require a signature as proof of delivery for residential shipments, Hampstead is not responsible for any damage or loss of goods if ordered as such.

Claims

All claims for merchandise damaged in shipping must be reported immediately to the **CARRIER**. The damaged fixtures should be kept in the original boxes with **ALL** the packing material for inspection.

All claims for defective merchandise must be made to Hampstead Lighting within **15** calendar days of receipt of order. An RGA will be issued and Hampstead Lighting will inspect the merchandise, repair and return the item or replace the defective fixture solely at Hampstead's option. If the problem with the fixture was caused by someone after the fixture was initially shipped by Hampstead, there will be a charge for the repairs to the fixture.

Replacement items will be invoiced when shipped. Upon confirmation of freight claim liability and refund by the carrier, a credit will be issued to the account for the charge for the replacement. If the replacement item was for a fixture returned for inspection and the fixture was found to be defective, a credit will be issued to the account for the replacement invoice.

Hampstead will not be responsible for any costs related to removal and/or installation of fixtures before or after repair or replacement.

Returns - For Stocking Dealers only.

No returns will be accepted without an **RGA** number issued by Hampstead Lighting. This **RGA** is valid for **30** calendar days only and must be clearly marked on each box to be returned.

Returns for Stocking Dealers' overstocked merchandise purchased within the previous 12 months may be returned but must be **unused current merchandise in original boxes**. There will be a re-stocking charge of **50%** of the full value of the goods to be restocked in addition to shipping, handling and insurance charges, if any. Goods to be returned must be shipped "**freight prepaid**". **A 2-for-1 stock trade option is available in lieu of the 50% restocking charge.**

Special orders for non-stock items, contract orders, custom fixtures or modified fixtures can not be returned, and deposits on these orders will not be refunded.

Bulbs

As has always been our policy, halogen bulbs will be included with our fixtures on a complimentary basis except for Ricca Collection; however, orders will be shipped without bulbs if we are temporarily out of stock. We will continue to place the stickers on the boxes indicating if the bulbs are or are not included. **IF BULBS ARE NOT INCLUDED WITH THE INITIAL SHIPMENT, THEY WILL NOT BE SHIPPED SEPARATELY ON A COMPLIMENTARY BASIS.** If you need to order replacement halogen bulbs to service your customers, we will be glad to provide you with prices and ship them to you.

Incandescent, fluorescent and metal halide light bulbs will **not** be included with any fixture nor are they complimentary.

A sticker is permanently placed on each fixture indicating the correct bulb type, base and maximum wattage allowable. This sticker is to remain on each fixture for the life of the fixture for bulb replacement information for the consumer.

Design Modifications

Hampstead Lighting reserves the right to change certain elements of its fixtures without prior notification. Any changes in components will not alter the integrity of the original design of the fixture.