



GENERAL TERMS AND CONDITIONS

TERMS OF PAYMENT:

1% 10 days net 30 (a service charge of 12 % per month to past due accounts where applicable).

RETURN MERCHANDISE:

Authorizations must be obtained in writing prior to returning any merchandise. All requests must be received within 90 days from the invoice date and a 35% restocking fee will be assessed on all returns with the exception of warranty replacements. Deductions may not be taken until the material has been returned and inspected, at that time credit will be issued to the customer. Under certain circumstances, a 50% restocking fee may apply. No returns will be allowed for discontinued, special order or modified fixtures with the exception of proven defective or quality issues. All return freight will be at the expense of the customer with the exception of warranty replacements. Should the return be the responsibility of Intense Lighting, a call tag will be issued to retrieve the shipment or the freight bill must be submitted with the return to receive proper credit. Special order items will have a 50% cancellation fee. All returns must be in original cartons and in re-sellable condition. All returns must have the RGA number clearly marked on the box and a copy of the RGA must be included in the packages otherwise the return will be refused or returned at the customers expense. All returns must arrive at our facility within 60 days from the issue date of the RGA, all late returns will be refused at the customers expense.

PRICING:

Prices are subject to change without notice. Prices do not include any applicable taxes.

BACK CHARGES:

All back charges must be approved by Intense Lighting prior to the work being completed, all un-authorized labor charges will not be reimbursed. All labor quotes should be submitted and approved with a "not to exceed value" prior to completing the work. Intense Lighting is not liable for delays due to product arrival dates. All shipping information is given for customer convenience and is not binding commitment to be used for scheduling of labor or work completion.

WARRANTY:

Intense Lighting guarantees that products sold will, upon shipment be free of defects from manufacturing for a period of one year. Transformers, lamps, and ballasts will carry the warranty of the manufacturer. This warranty does not apply to products that have been altered or repaired outside of Intense Lighting's factory or have been subject to abuse, neglect, misuse, improper installation or accident (including shipping damages). Intense Lighting shall not be liable to the purchaser or to any third party for any indirect, special consequential or incidental losses or damages. Purchaser's sole remedy is to seek replacement product from Intense.

MODIFICATIONS:

No modification of these terms or conditions will be valid unless specifically agreed to in writing by Intense Lighting. Intense Lighting shall not be liable for any damages for failure to meet a shipping schedule.

SPECIAL ORDER / CUSTOM PRODUCT:

Special order and custom items require a minimum order quantity and extended lead times may apply. 50% cancellation fee will apply on any special order and custom product. Custom painted items will require a set-up charge and additional charge per unit.

FREIGHT:

Freight will be prepaid and allowed by Intense Lighting on any order totaling \$1700 or more within the limits of the continental United States, excluding Hawaii, Alaska and Puerto Rico where other terms apply. Please consult factory. All prices are F.O.B Orange C.A. All orders being shipped to their dedicated state will have to meet the dollar amount posted for prepaid freight. Any orders requesting special shipping or not hitting the prepaid freight term will have to be paid by the customer. Intense Lighting reserves the right to determine the best way to ship. If customer designates a carrier that is not a standard Intense Lighting carrier, the customer will be responsible for the freight regardless of the freight allowance. All shipments requiring air freight must be made in writing prior to freight on board and total cost is the responsibility of the customer.

Tel: (714) 630-9877 / Fax: (714) 630-9883 / Toll Free: (800) 961-5321 / Toll Free Fax: (800) 961-5322

Quotes: (714) 630-9885 / Order Fax: (714) 630-9884

Intense Lighting reserves the right to discontinue products or change the technical specifications of its products at any time without notice.
Select products in this catalog have patent protection or patents pending.