



**DALS LIGHTING INC.**

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877-430-1818

[www.dalslighting.com](http://www.dalslighting.com)

## **TERMS AND CONDITIONS**

Last updated: September 2018

To our valued partners,

Please find below our latest terms and conditions. The latest version of our terms and conditions is always available on our website-[www.dalslighting.com](http://www.dalslighting.com)-under the download section.

Some terms and conditions will differ for stocking products ( Stocking Guide fixtures) and made to order products ( Architectural Guide fixtures).Do not hesitate to contact us if you have any questions.

### **WARRANTY**

The warranty period starts from the date of shipment (invoice date).

- The warranty on all LED products is 5 years.
- The warranty on all 12V LED transformers is 2 years.
- The warranty for all non-LED products is 1 year.

During this warranty period, DALS Lighting will repair or replace any defective products with proof purchase ( order #, PO#, invoice # ...).

### **Becoming a DALS distributor- NEW ACCOUNTS**

DALS Lighting sells exclusively its products through select electrical distributors and lighting showrooms. If you are interested in opening an account with us and qualify under these market segments, please complete our account opening form using the link below.

•([http://www.dalslighting.com/uploads/PDFs/Account\\_opening\\_form.pdf](http://www.dalslighting.com/uploads/PDFs/Account_opening_form.pdf) )

### **PAYMENT TERMS**

Once credit has been established, our payment terms are **Net 30 days** payable by check or bank transfer.

### **MINIMUM ORDERS**

Our minimum order is \$100. Orders less than \$100 will be subject to a \$15 handling fee.

### **QUOTATIONS**

Quotes are valid for 30 days.

## FREIGHT – PREPAID LEVELS

Freight will be prepaid at the following levels:

STOCKING PRODUCTS		
TERRITORY	PREPAID	NON PPD FREIGHT CHARGE
Quebec	\$500	\$15
Ontario	\$800	\$20
BC, AB, SK, MB, NS, NB, PEI, NL	\$1 500	\$25
*United States	\$1 000	\$25

MADE TO ORDER PRODUCTS		
TERRITORY	PREPAID	NON PPD FREIGHT CHARGE
Canada and continental United States:	\$3 000	Based on order

\*You can also inquire about our Southeast stocking program shipping from our Florida warehouse with reduced prepaid levels.

\*\*Orders which are less than their respective prepaid amount will see a shipping fee added to their invoice unless otherwise specified. Orders which are less than \$100 will be charged shipping and handling fees.

## ORDER CANCELLATIONS & RETURNS:

Stocking products: Stocking orders are non-cancelable unless an item is backordered. All returns must be agreed to in advance in writing with a DALs Lighting representative. Only products which are less than 1 year old (from ship date), in their original packaging and in perfect condition will be considered for returns. Please note that discontinued products will not be considered for returns. All returns are subject to 25% re-stocking fee. If a return is agreed upon, DALs lighting will issue an RGA and will inspect the goods against the RGA once received. A credit memo will then be issued. The credit memo will be issued on the lowest price paid over the last 12 months.

Made to order products: Made-to-order orders are non-cancelable and non-returnable. Once an order has entered production it can no longer be put on hold.

## CLAIMS FOR BREAKAGE, DAMAGES OR SHORTAGES

Please open and inspect all packages. Breakage (damaged goods in perfect condition box) must be claimed and sent at no charge as soon as possible. Made-to-order items will need to be brought back for repairs. Any claims for damage (damaged box and product), loss or shortage, should be filed with the respective transporting immediately upon receipt of the Order. No claims for damage, loss or shortage will be allowed unless they are accompanied by an inspection report or signed delivery receipt noting such damage, loss or shortage signed by a representative of the carrier and forwarded to DALs within 30 days of the invoice date.