

TERMS & CONDITIONS

To find a local authorized PureEdge Lighting Dealer or Sale Representative, please call **773.770.1195** or visit our website at **PureEdgeLighting.com**

QUOTATIONS

For quotations, please call **773.770.1195**

Our certified staff can assist with layouts, answer technical questions, and make product recommendations.

TO PLACE & ORDER

- Please order items by part number to ensure accuracy.
- Orders will not be accepted over the phone.
- Orders can also be sent via email to your PureEdge Sales Administrator.

Western Region - Aurelia Velasquez, avelasquez@PureEdgeLighting.com

Central Region - Jeremy Peace, jpeace@PureEdgeLighting.com

Eastern Region - Jennifer Vega, jvega@PureEdgeLighting.com

- PureEdge Lighting requires a 50% deposit to place an order and the balance due prior to shipping. We accept all major credit cards or checks.
- All custom orders require 100% deposit to be placed and require a signed submittal sheet. Custom orders cannot be cancelled and are non-returnable.
- Open Account Net 30 terms are available. A PureEdge Lighting credit application must be completed (approval process may take up to 1-2 weeks to process).

LEAD TIMES

- In stock items have an average lead time of 1-2 business days once an order is placed.
- Made-to-Order (personalized) have an average lead time of 2-3 weeks once an order is placed.
- Customized item (without ordering code) lead times depend on project scope, please contact your Customer Service Agent for specific lead times.
- Rush orders must be received by 1:00pm CST to be processed same day. A rush fee of 20% on made-to-order (personalized) items or \$25.00 per \$1,000 stock item order.

SHIPPING

Refer to detailed Shipping Policy.

RETURNS

Please contact PureEdge Lighting for any returns. All returns must be accompanied by an RGA number. A 50%-100% restocking fee may apply to any return.

BREAKAGE POLICY

All claims regarding items shipped in error, items missing from the order, or damaged items must be made within 24 hours of receipt of merchandise.

Report all damage to carrier at once. Retain damaged merchandise, packaging, and shipping containers until the claim has been settled. Damage in transit is the responsibility of the carrier. This procedure must be followed or credit for the damaged merchandise cannot be given. To help us verify the condition of the damaged merchandise, photographs of damaged merchandise can be sent to: **returns@PureEdgeLighting.com**