

Terms & Conditions

We are looking forward to working with you. Terms are 50% Down, 50% Due Before Shipping. Production lead time is noted above. All measurements are estimates, physical verification is the responsibility of the client before production.

Warranty

EOS warrants its products to be free of defects in material or workmanship for three years from the date of shipment. Warranty does not cover products that have been damaged through improper use or faulty installation. Warranty covers only the product itself and not any labor required to install or remove the product.

Delivery Transit Time

Ground Shipping - FOB Los Angeles - Lead time is approx. 6-8 Weeks

Air Freight - Lead Time is approx. 3-4 Weeks

Lead time depends on the size of the order, for larger orders please allow more time before ordering.

FAQs

All of our LightPanel™ products are custom built-to-order, so we take extra care to ensure that all details are accounted for in order to avoid potential issues before and after delivery.

Please review the items below to ensure complete understanding:

- 1) Freight Quote – All quotes are provided with Ground Freight as a standard freight option, unless otherwise specified. The expected delivery time is listed on the bottom of the freight quote. Should you wish to have the order rushed and shipped via air-freight, please add the “Add'l Cost for Air Freight” amount to the total price of the order. Your Project Manager will send you a separate air-freight quote upon request.
- 2) Shop Drawings – Due to the custom nature of our products, we supply the following shop drawings for signed customer approval:
 - a. Squares/Rectangles - Our proprietary software allows us to supply drawings with all quotes for simple shapes (Squares and Rectangles).
 - b. Custom Shapes - Should your order consist of custom 2D or 3D shapes, pre-drilled holes, or Custom Lightboxes our team will need a minimum of 24 hours to provide these drawings for your approval.
 - c. Orders will NOT be produced without signed drawings.
- 3) Pre-Payment of Order – Due to the custom nature of our products, please note that all sales are final. If the customer does not have approved payment terms the customer will be asked to provide a signed credit card authorization or a copy of a check to begin production on the order. For Pre-Payment customers, the following terms will be required to produce an order:
 - a. Orders under \$10,000: All orders are 100% Pre-pay.
 - b. Orders greater than \$10,000: All orders are 50% deposit to begin production and the remaining balance will be due before shipping from the factory.
- 4) Approved Credit Terms – For customers in good standing, EOS offers NET 30 credit terms with an approved credit application. If you would like to apply for credit terms, kindly request an application from your Project Manager. Please note, credit applications are approved for returning customers only; first-time customers will be asked to pre-pay for their order. For customers with approved credit, the following terms will apply:
 - a. Orders under \$10,000: All orders will receive approved credit terms.
 - b. Orders greater than \$10,000: All orders are 50% deposit to begin production and the remaining balance will receive approved credit terms.
- 5) Modifications to Purchase Orders – Any modifications to purchase orders can be made in handwriting on the Purchase Order before production. Requirements are clear instructions and a corresponding signature from the authorized party. Accepted modified revisions will be confirmed and upheld in production. EOS will require a revised Customer Purchase Order in order for the freight to ship.

Thank you for choosing EOS