

Terms and Conditions

All orders are subject to these terms, conditions, and acceptance by The L.C. Doane Company.

Pricing

Pricing is subject to change with 30 day notice.

Orders

- a. A copy of the distributor and customer PO must accompany all orders.
- b. Signed cut sheets are required when placing an order.
- c. Minimum order is \$300.00.

Custom Product

Orders for modifications to standard product are subject to minimum quantities, and may experience extended lead times. Orders for custom product will be produced after an approved cut sheet, drawing or sample has been submitted and approved, in its entirety, by The L.C. Doane Company.

Approvals

Released specified job orders must have a signed approval from the authorized specifier. The L.C. Doane Company will not be responsible for any order released and built without written approval.

Hold for Release orders

Hold for release orders will be held for 120 days. After 120 days HFR orders are subject to re-negotiation, unless otherwise agreed to. Hold for release orders will not go into production until a formal written release with signed approval cut sheets, where applicable, are received. **Minimum HFR order \$1,500.**

Ship Dates

The L.C. Doane Company will work to meet target dates, however, we will not be held accountable for delays beyond our control. If a specific ship date is needed, it must be agreed to in writing before placement of an order. The date needed must appear on the written purchase order. The L.C. Doane Company will not accept any back charges or penalties (including expedited freight) related to ship dates without written, prior approval.

Freight

All shipments are F.O.B. Ivoryton, CT. The L.C. Doane Company's responsibility ceases upon delivery to the carrier. All freight claims must be made directly with the carrier. We reserve the right to change specified routing, and expedited freight will be at the expense of the customer unless otherwise authorized in writing by The L.C. Doane Company.

Freight Allowed Commercial and commercial marine orders of \$3000 or more for a single shipment within the Continental United States.

Military – No Freight Allowed.

All orders not meeting freight allowance will be prepay and add.

Payment

All invoices are payable Net 30 days from the date of invoice.

Returns and Cancellations

All L.C. Doane product is built to order and upon release to production are non-cancellable and non-returnable. Any exception must be approved in writing by the L.C. Doane Company and may include incurred material and labor costs.

Except for defective items, returned product must be returned in the original sealed packaging to receive credit.

The L.C. Doane Company reserves the right to hold or cancel any order pending satisfactory resolution of any outstanding credit issues. Orders cancelled under these conditions.

Warranty

We are proud to offer the LC Doane Assurance. LC Doane High Abuse lighting products are manufactured to withstand today's complex and demanding environments. The L.C. Doane Company will repair or replace any High Abuse or VR Architectural fixture when installed according to our instructions for the life of the original installation if the fixture should fail due to physical abuse.

All other fixtures manufactured by The L.C. Doane Company are warranted to be free from defects in workmanship and material for five (5) years from the date of invoice, including LED modules and drivers. Emergency and non-emergency ballast defects are to be handled between the customer and the ballast manufacturer per their terms and conditions.

Iota:

1-800-866-4682

www.iotaengineering.com

Bodine:

1-800-223-5728 x1681

www.bodine.com/sales/rma-policy.html

The L.C. Doane Company reserves the right to issue credit, repair or replace any defective material at our option upon notification and verification of the defect by our local representative and/or L.C. Doane Company employee. The L.C. Doane Company reserves the right to call for physical examination and verification of the material in question. The warranty may be rendered invalid if the material/product was damaged in shipment, installed improperly, altered or used in an application for which it was not intended. The L.C. Doane Company assumes no liability for labor or freight charges incurred in connection with the installation, removal or replacement of products determined to be defective or any other consequential or incidental damages arising from the use of the product. The entire liability to The L.C. Doane Company is limited to the replacement price of the product.

Terms and Conditions Updated November 20th, 2018



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