

LLI ARCHITECTURAL LIGHTING - Terms and Conditions Highlights

PRICE LIST

All prices are Distributor Net (DN) prices in US\$ and do not include shipping, handling, additional custom fabrication charges, installation or taxes. For the latest price list, please contact Customer Service.

Pricing subject to change or correction without notice.

QUOTES

For quotes, please call 847-412-4880 or email quotes@lialighting.com. All quotes are valid for 60 days, unless otherwise indicated in writing.

PAYMENT TERMS

Payment terms (up to net 30 days) are available. All credit terms are subject to credit review. Large quantity orders may require a 50% deposit.

Remit payments to the following address: 1555 Barclay Blvd. Buffalo Grove, IL 60089. Credit cards are accepted.

FREIGHT

Orders that are invoiced over \$500 may qualify for prepaid freight if shipped to a single commercial location within the continental United States. All drop ship orders are FOB. Contact Customer Service for details.

All shipments are FOB Buffalo Grove, IL 60089. LLI will not be responsible for carrier neglect or damage by shipping companies after shipments have been accepted by the shipping company.

Products typically ship via FedEx Ground. For questions about how your order may ship or for special shipping accommodations, please contact Customer Service.

All shipments must be inspected for damage and quantity immediately upon receipt. Any claim for shortage must be made to LLI customer service within 3 days of receipt.

WARRANTY

See last page of this document or refer to our website at www.lialighting.com for complete warranty terms.

RETURN POLICY

RMA is required. Restocking fee may apply. Contact Customer Service at cs@lialighting.com for full details.

PER FOOT ORDERS / PRICING

For lengths less than 2 feet, minimum charge is based on the price of a 2 foot section. For lengths greater than 2 feet, the cost for fractional lengths will be rounded up to the nearest foot.

CUSTOM/SPECIAL ORDERS

Custom/Special Orders require a 50% deposit and a signed submittal sheet. Additional custom charges may apply.

Custom/special orders cannot be cancelled or changed once confirmed by Customer Service and are non-returnable.

Customer Service will verify specific lead times. Lead times may vary depending on product availability and complexity of the order.

ADDITIONAL ORDERING INFORMATION

All purchase orders must be written and placed via email or fax to Customer Service. Customer Service will send written acknowledgement once the order has been accepted.

In-stock orders typically ship within two business days after purchase order is received. An ESD for any out of stock product will be sent on a case-by-case basis.

Orders may be cancelled or changed only with written notice to Customer Service and with LLI's written consent. Cancellations cannot be made after orders have been shipped.

Deposit may be required at LLI's discretion. Minimum order fees and/or quantities may apply.

No returns on custom orders or discontinued items.

NOTE ON SPECIFICATIONS

We reserve the right to change specifications or design of a product in the interest of product development without prior notification or announcement. Technical data provided in this document is for reference only. Refer to the specification sheets online at www.lialighting.com before finalizing submittal.

LLI may provide drawings, take-offs, or schematics to the Customer from time to time. Customer bears the responsibility to ensure that all measurements, dimensions, layouts, and quantities are correct.

LLI ARCHITECTURAL LIGHTING LLC - Warranty and Returns

LLI ARCHITECTURAL LIGHTING LLC GENERAL WARRANTY

LLI Architectural Lighting LLC, along with its affiliated parties (collectively, "LLI"), warrants to the original Buyer of Product (" Buyer") that at the date of sale, the Product (a) conforms to LLI's specification and (b) is free from defects in material or workmanship. This warranty expires 5 years from the date of sale for indoor/dry location rated products, excluding color or color changing products. This warranty expires 3 years from the date of sale for damp or wet location rated products as well as for any color or color changing products. For linear LED product sold by the reel, warranty applies to defects in material only and expires 3 years from the date of sale. This warranty is non-transferable.

Claims for defective product must be submitted in writing to LLI's Customer Service via email cs@lialighting.com and must be made within the warranty period. Buyer will be requested to provide its original bill of sale or such other evidence showing the date of purchase and the identity of Buyer, which LLI at its sole discretion may accept or reject. Once LLI determines that the Product is eligible for warranty, LLI will first issue a Return Merchandise Authorization ("RMA") number and further instructions. Buyer will be required to deliver the affected Product along with bill of sale to LLI with its RMA number. Buyer shall prepay all freight, transportation or insurance costs required for the return delivery.

If Product is determined to be eligible under this warranty, LLI will correct any failure of the Product or any defect in material or workmanship, with either new or used replacement parts, within a reasonable period of time. Such repair of the Product will be performed at LLI's expense, at a location specified by LLI, and LLI may choose to retain title to all returned parts or Product. If Product is determined to be eligible under this warranty, LLI will credit back to the Buyer all freight or transportation costs required for the return delivery. If LLI is unable to repair the Product to conform to the warranty after a reasonable number of attempts, LLI will provide, at its option, a replacement Product or a prorated refund of the purchase price. Any such proration will be based upon the remaining warranty period (based on the date of sale). All replacement or repaired Product(s) are warranted only for the remainder of the original warranty period.

This warranty does not apply to Products that have been modified, improperly installed, or used in conditions or for purposes other than which are intended. LLI does not warrant (a) any product, components or parts not manufactured by or distributed by LLI; (b) defects caused by failure to provide a suitable installation and environment for the Product; (c) damage caused by the use of the Product for purposes other than those for which it was intended; (d) damage caused by the unauthorized attachment or modification to the Product; (e) damage caused by the removal or installation of the Product; (f) damage caused by the authorized repair or attempted repair of the Product; (g) damage caused during shipping; (h) damage caused by acts of God such as fire, flood, wind or lightning; (i) damage caused by force majeure such as, war, pollution, earth movement, flood, or nuclear hazard; (j) damage caused by improper installation; (k) damage caused by the misuse of the Product; or (l) product used in wet locations or harsh conditions without factory sealed connections.

In no event will LLI be liable for any special, incidental, or consequential damages based on breach of warranty, breach of contract, negligence, strict tort or any other legal theories. Damages that LLI will not be responsible for include, but are not limited to: Loss of profits; loss of facilities or services; labor charges; downtime; the claims of third parties, including buyer; and / or the injury to person or property.

LLI reserves the right to provide warranty replacement with suitable substitutes that do not adversely affect the soundness or quality of the product.

This warranty is understood to be the complete and exclusive warranty, superseding all oral or written prior representations or warranties and all other communications. No employee or agent of LLI or any other party is authorized to make any warranty in addition to those made in this warranty.

To the fullest extent of applicable law, the foregoing warranties are in lieu of all other warranties, express or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose. In no event does this warranty apply to sales of original equipment or components not manufactured or provided by LLI.

LLI ARCHITECTURAL LIGHTING LLC REPAIR/RETURN POLICY

Product is not returnable without the written consent of LLI. Returned goods require a RMA number. Unless defective, returns are subject to a minimum restocking charge of 25%. Unsaleable Product will not be accepted for return. Custom Products or Products deemed to be unsaleable may not be returned. Shipping and handling charges are non-refundable.

All returned goods must be received by LLI in excellent, resalable condition and packaged in the original packaging with all inside packing intact. LLI is not responsible for damages incurred during shipping. Products will be inspected upon return and any service or repair needed to place them to resalable condition will be charged and added to the restocking charge. The 25% restocking charge on Product will be deducted from all credits issued on authorized Product returns. Returns are for credit or exchange only.

A Buyer must contact LLI and submit a completed RMA request form within thirty (30) days from the date of sale. RMA request forms are available from customer service. Completed RMA request forms must be sent via email to cs@lialighting.com. LLI will not accept returns without prior authorization and the appropriate RMA number. Product returned without authorization may be refused or returned at shipper's expense. Note that no returns on custom orders or discontinued items are accepted.

Once issued, RMA numbers are valid for thirty (30) days within which time returned Products must be received by LLI. The RMA number must be prominently displayed on the shipping label for the returned product. The Buyer must send LLI a copy of the invoice marked "Returned for Credit".

Except for cases when the return is due to a manufacturer's defect, the Buyer is responsible for shipping the product to LLI and covering the shipping costs. All freight, transportation or insurance costs required for the return delivery must be prepaid. These costs are non-refundable in most cases. If the return of goods is made necessary through any fault of LLI and written permission is granted for its return, LLI will give credit including transportation charges if returned per instructions on the RGA.

Product refunds will appear as a credit on your billing statement.

All replacements for defective units will be billed. Credit for defective units will be given only if defective units are 1) returned to LLI within 30 days of receipt of replacements and 2) inspected and approved as defective by LLI.