



Revised December 19, 2024.

## TERMS AND CONDITIONS OF SALE

**GENERAL CONDITIONS:** The terms and conditions stated herein, except as expressly agreed to in writing and signed by an authorized representative of Spring Lighting Group®, shall constitute the entire sales agreement between Spring Lighting Group® and the purchaser.

**CLAIMS:** Our product is tested for mechanical defects prior to shipping. Our packaging is regularly inspected by transportation authorities who assume responsibility for both apparent and concealed damages sustained by improper handling. Title passes to purchaser upon delivery by us to the carrier, and all claims for damages or shortages in transit shall be made by purchaser with delivering carrier. Claims for shortages must be made within 48 hours of receipt of goods. Rejection of goods for defects must be made within 30 days of receipt of goods. Failure to abide by these time limits shall constitute acceptance of the merchandise and waiver of any shortages or errors.

**TERMS:** Spring Lighting Group® standard product prices are net 30 days with a 1.5% late charge accrued after 30 days. All orders are subject to approval by our credit department. Products are sold FOB SLG's warehouse of origin. SLG will pay the freight costs on individual orders of \$1,500 net or greater to one destination in the continental United States excluding any orders that contain products over 4 feet. For orders that contain fixtures over 4 feet, SLG will pay the freight costs on individual orders of \$3,000 net or greater to one destination in the continental United States. This does not include add-on services. Poles and products over 25 lbs are excluded from the freight allowance policy. Partial shipments made to one or more destinations at Buyer's request must each total at least \$1,000 net to qualify for prepaid shipping regardless of the size of the total order. SLG will use carriers of its own choice on prepaid shipments. If another means of transportation is requested, Buyer must pay transportation costs. Individual orders less than \$1,500 net will be drop shipped to a destination specified by Buyer within the continental United States with all shipping costs paid by Buyer.

**SPECIFICATIONS:** Product prices and specifications are subject to change without notice, although Spring Lighting Group® will honor prices contained within an authorized quotation for 60 days from issuance.

**RETURN OF STOCK POLICY:** No merchandise may be returned without prior written authorization by an authorized Spring Lighting Group representative. Requests to return merchandise must be made within 60 days of original ship date. All returns must be shipped pre-paid to the location designated on the RMA (Return Material Authorization) form. Credit will be issued less a 50% restocking fee. All returned product must be in salable condition to qualify for credit. Custom and modified products are not returnable.

**CANCELLATION POLICY:** Cancellations may be accepted in writing if received before production. Otherwise, a 50% cancellation charge will be incurred. No cancellations may be made on custom or modified products.



**LIMITED WARRANTY:** Spring Lighting Group® warrants all products free from defect in manufacturing under normal and proper storage, installation, and use for a period of 5 years from the date of shipment. Auxiliary equipment (ballasts, transformers, etc.) used as components of a Spring Lighting Group® product but manufactured by others carry the warranty of the manufacturer of said components. Our guarantee liability extends only to the repair or replacement of the defective part, and no labor charges for correction of the defect by repair or replacement will be paid by Spring Lighting Group® unless prior written authorization has been granted by an authorized Spring Lighting Group® representative. Spring Lighting Group® shall not be liable for consequential damages or cost of removal and reinstallation of its products. Buyer shall pay for all shipping charges to and from Spring Lighting Group®'s distribution center in Texas for the return and repair or replacement of the product. This warranty shall not apply to damage caused by shipping, improper installation, improper lamping, improper maintenance, product modification, abuse, or misuse of the product. Spring Lighting Group® shall not be liable for damages that result from deliveries that do not occur within a purchaser's or customer's specified time frame or for any delay or default in delivering products where occasioned by any cause beyond Spring Lighting Group®'s control including but not limited to embargoes, shortages of labor, raw materials, or fuel, fires, floods, accidents, acts of war or other similar causes.