2020 authorized distributor ordering information

HOW TO ORDER

Orders are placed either with authorized sales rep-resentatives or via phone calls to our order department. Please prepare your order in advance before you phone. We will need your account number and name, the name of the person calling, a purchase order number (if appropriate), and the stock numbers and quantities of the items being ordered.

FREIGHT CLAIMS

We assure that products are in good condition prior to packing and shipping. We are not responsible for shipments after they leave our warehouse. The carrier signs for acceptance at that time. Customers must examine all arriving shipments for evidence of damage or breakage, and must refuse acceptance or file a claim with the carrier for compensa-tion. UNDER NO CIRCUMSTANCES CAN BE RESPONSIBLE FOR DAMAGE IN U.P.S./FED EX SHIPMENTS.

PAYMENT TERMS

Specific terms of sale are indicated on all invoices. Standard terms for all sales are Net 30 Days - i.e. 30 days from the invoice date.

FREIGHT SERVICES PROGRAM

Freight Services are allowed on purchases of any combination of products having a combined total value of $2000 if the in-voice is paid in full within the dating terms of the sale. All Freight Service allowed orders are shipped prepaid and add. If the invoice is paid within its dating terms, the customer may deduct the Freight Services charge. If an order is shipped freight collect, then a copy of the paid freight bill must be included with payment or the freight deduction will not be al-lowed. This Program applies only to basic ground transportation for the shipment of single orders made to one destination at one time within the Continental U.S. This Program does not apply to expedited ground trans-port or air transport of a distributor's order nor to Accessorial Charges (i.e., additional services requested by the consignee from the carrier) and, at our discretion, may not apply to any type of transport of a distributor's drop shipment order.

SHIPPING METHOD

We ship via the least expensive, not necessarily the fastest, carriers. If distributors have a preferred carrier, we welcome the information and will ship via that carrier. For basic ground transportation services, the distributor may be asked to pay a premium for custom selected carriers. The distributor will be required to pay the entire Freight Services charge for any shipments using expedited ground transport or air transport services.

SHORTAGE CLAIMS

Any claim for shortage must be made to us within 3 days of delivery.

STOCK ITEMS

We list and show products in our catalogs for identification purposes only. In order to improve our products or to comply with code require-ments or changes, we reserve the right to alter product design and/or construction without notice.

RETURNED GOODS

Merchandise Returned for Credit --- must be accompanied by a returned merchandise authorization (RMA) number issued by us within 90 days of our invoice date. Merchandise must be returned, freight prepaid, in its original factory sealed packaging and is subject to a 25% restocking fee. Discontinued, non-standard or unsalable merchandise will not be accepted as returned goods for credit.

Merchandise Returned Under Warranty for Credit --- must be accompanied by a return merchandise authorization (RMA) number issued by us within the warranty period. In addition, ceiling fan warranty claims made by our dealers on behalf of end users must be accompanied by a copy of the end user's dated proof of purchase as evidence of warranty validity. Merchandise must be returned, freight prepaid, in its original factory packaging. Merchandise that has been modified, or is missing parts, or that is not in its original packaging will be repaired and returned freight prepaid (if the warranty claim is approved). If merchandise cannot be repaired, credit will be issued at the invoiced value, less the value of any missing parts.

DROP SHIPMENTS

We reserve the right to refuse drop shipment or pick-up orders that are bound for destinations outside the distributor's regular or assigned selling or service area. Drop shipments are subject to additional charges and, at our discretion, may not be eligible for our Freight Services Program.

LIMITED WARRANTY

We warrant that our products are free of defects in workmanship and materials. SUCH WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. We will, at our sole option, repair or replace, FOB shipping point, freight prepaid within the Continental U.S., any of our products defective in workmanship or materials. Such repair or replacement is the sole and exclusive remedy against us and is limited to two (2) years for product finish and electri-cal components (LED electrical components are limited to five (5) years from the date of our invoice to the original end user for our interior and exterior lighting products, and one year from the date of invoice to the original end user of all other lighting, ceiling fan and accessory products. We also offers specific warranties on its ceiling fans and on some models of its fluorescent lighting fixtures directly to the end users of such products and such warranties will vary between models. Consult the warranty included inside each ceiling fan or fluorescent light fixture box for further information. We do not warrant any product which we promote and sell as " discontinued" nor any product which has been altered or repaired outside of our factory nor any product which, in our opinion, has been subject to abuse, misuse, negligence, accident or improper installation, maintenance or storage. WE WILL NOT BE RESPONSIBLE FOR ANY COSTS INCURRED IN THE REMOVAL OR REINSTALLATION OF ANY PRODUCT NOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH PRODUCT USE OR PERFORMANCE OR ANY BREACH OF AFOREMENTIONED WARRANTIES.