

## Limited Warranty

\*All fixtures and products sold by Elk Group International are warranted to be free from defects in materials and workmanship for a period of one year from date of invoice.

Our warranty covers only replacement or repair at our factory or authorized repair facility of the defective part(s), to the original purchaser and excludes any responsibility for labor or freight expense incurred by the purchaser or others, for servicing such claim during the warranty period. Elk Group International reserves the right to issue credit, repair or replace defective merchandise, at our opinion, upon receipt of written notification by the purchaser of the alleged defect, within the warranty period. Elk Group International further reserves the right to examine the alleged defective product, or other proof, satisfactory to Elk Group International of the defect.

This limited warranty is in lieu of all other warranties, expressed or implied. Elk Group International assumes no responsibility for labor costs in connection with the installation, removal or replacement of the warranted products, or for consequential damages. Elk Group International further reserves the right to refuse to honor the above warranty for any product(s) altered, improperly installed, or installed in an application for which it was not intended.

All claims must include sales receipt showing the item and date of purchase.

### CONDITIONS OF SALE AND GENERAL INFORMATION:

**TERMS:** **RATED & APPROVED ACCOUNTS** are granted terms of Net 30 with payment due 30 days from date of invoice.

**NEW ACCOUNTS** must submit three (3) trade references, complete with address and telephone numbers, and bank information. Regular credit terms of Net 30 will be granted subject to the approval and periodic review of Elk Group International's credit department. Past due invoices will affect future shipments. 1% per month finance charge minimum \$20.00 per month.

**FREIGHT POLICY:** Shipments are FOB, Tamaqua, PA. Freight will be billed. For FFA orders freight may be deducted only if paid in terms.

**DROP SHIP:** There is a \$5.00 handling charge for all drop shipments on Elk, Alico, Cornerstone, Dimond Lighting, Lamp Works, Dimond Home, Sterling, Pomeroy, Guild Master, Stein World, Thomas Lighting and Mirror Master orders.

**MINIMUM CHARGE:** There is a \$15.00 handling charge for orders under \$250.00  
(waived for ecommerce accounts only)

**SHIPMENTS:** We will not be responsible for any damages to furniture



12 Willow Lane  
Nesquehoning, PA 18240

main 800-613-3261  
main fax 866-613-3264  
local 570-669-6003  
local fax 570-669-6009

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[elklighting.com](http://elklighting.com)



and MIRs items that are not shipped by LTL. Any additional charges incurred such as, but not limited to, residential delivery, lift gate/inside delivery, appointment notification, address correction, signature required for delivery, return shipping costs and holding fees will be billed as incurred and are not part of the FFA program.

**REROUTING FEE:** There is a \$15.00 per package re-routing fee.

**CLAIMS:** Our merchandise is properly packed for shipment; therefore, our responsibility ceases on delivery of merchandise to the carrier. All claims for DAMAGES, BREAKAGE, or SHORTAGES occurring during transit must be reported by the CONSIGNEE with the DELIVERY CARRIER. Upon receipt of merchandise for a concealed damage claim, MERCHANDISE MUST BE CHECKED 6 DAYS WITHIN RECEIPT OF MERCHANDISE OR THE DAMAGES BECOME THE RESPONSIBILITY OF THE CONSIGNEE. If merchandise is received damaged and a claim is filed in the allotted time, ITEM MUST BE RETURNED IN THE ORIGINAL CARTON OR CLAIM WILL BE DENIED AUTOMATICALLY.

**RETURNS:** No merchandise may be returned without prior written return authorization. Requests for returns of defective merchandise must be submitted in writing to the ecommerce department at [orders@elklighting.com](mailto:orders@elklighting.com) within 30 days of invoice. All efforts will be made to correct the problem in the field. If the problem cannot be resolved, an RGA will be issued. Upon receipt of RGA, please pack merchandise in ORIGINAL FACTORY CARTON for shipment to Elk Group International, 143 Mahanoy Avenue, Tamaqua, PA 18252, Freight Pre-paid. Upon inspection of merchandise, Elk Group International will repair, replace, or issue credit. UNAUTHORIZED RETURNS OR COLLECT RETURNS WILL BE REFUSED.

Returns will be authorized for defective merchandise under warranty period of one (1) year only. Any merchandise returned for credit will be issued for cost of goods minus a 25% restocking fee.

**CHANGES OR CANCELLATIONS:** All changes or cancellations must be requested within 24 hours of the purchase order being received by ELK.

**PLACEMENT OF ORDERS:** Please list COMPLETE item number and price. When ordering parts, please list basic item number and part description. Please email orders to [ORDERS@ELKLIGHTING.COM](mailto:ORDERS@ELKLIGHTING.COM)



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