



## Company Policies & Terms of Sale – For; Distributors / Showrooms / Dealers / Contractors / OEM's:

### How to Order

E-mail all orders to [orders@ledingedge.com](mailto:orders@ledingedge.com) To minimize errors, please submit a written and numbered purchase order. Verbal orders will only be processed with written confirmation of the order.

### Payment Terms and Open Accounts

Open account terms may be extended to accounts who submit a credit application with bank references to LEDingEDGE Lighting, Inc. All credit information must be provided in writing with a customer authorized signature. LEDingEDGE Lighting, Inc. reserves the right to cancel or change its credit terms at its sole discretion and may request prepayment or COD payment at any time.

Payment terms on open accounts are **Net 30 Days** from the date of the invoice. Merchandise will be invoiced on date of shipment. Payments must be rendered in U.S. funds only. Any cost incurred to enforce the collection of the invoice will be added to the balance due; such cost may include, but are not limited to, reasonable attorney and / or collection agency fees.

### Returned Checks

For each check returned to LEDingEDGE Lighting, Inc. unpaid by a customer's bank a \$35.00 service charge will be added to the customer's outstanding balance. Returned checks may affect a customer's credit standing and terms of sale.

### Shipping / Handling

LEDingEDGE Lighting, Inc. will use UPS Ground on all orders with the customer's supplied UPS account number. Drop Ship "Handling" Charge of \$5.00 per tracking ID, will be added to all orders shipped to any third-party business, residence, or construction site if less than \$100.00.

### Backorders

All items ordered but not shipped are placed on backorder and will automatically be shipped and invoiced when available. **"Ship Complete Only" orders must be specified at the time of ordering.**

### Merchandise Claims and Returns

A Returned Material Authorization (**RMA**) number must be obtained from LEDingEDGE Lighting, Inc. The (**RMA**) number can be obtained by e-mailing a request to LEDingEDGE Lighting, Inc. Include the following information with the request: Completed LEDingEDGE form, **invoice number, date received, and merchandise to be returned, and reason for return.**

### Non-Cancelable and Non-Returnable Merchandise

All non-standard or custom products are non-cancelable and are not returnable. This includes special cut to length luminaries and special non-stock lengths & colors. LEDingEDGE - Standard Lengths are: 12", 17", 23", 34", & 45".

### Returnable Merchandise

LEDingEDGE Lighting, Inc. will only take back and issue credit for NEW merchandise (never installed or used for display) in salable condition which was purchased within the last 12 months. Merchandise must be returned complete and undamaged in the original packaging.

### Damaged Merchandise

LEDingEDGE Lighting, Inc. must be notified within 5 days of customer's receipt of merchandise damaged in shipment. UPS or other Freight company must be shown damaged box and it must be notated when signing the packing slip provided with the shipment.

### Return Freight

Customer is responsible for paying all outbound and return freight except for the following: 1. Error or miss-shipment by LEDingEDGE Lighting, Inc.; 2. Defective product received by customer within the past 30 days; 3. Merchandise damaged in shipment and received by customer within the past 5 days.

**All returned merchandise** must be properly packaged and must be returned to LEDingEDGE Lighting, Inc. within 30 days of issuance of the (**RMA**). The (**RMA**) number must be clearly marked on the outside of each carton returned. If merchandise is not received by LEDingEDGE Lighting, Inc. within 30 days of the (**RMA**) date, the (**RMA**) will be canceled. Merchandise must be returned with completed LEDingEDGE Lighting RMA form. **NO CREDITS WILL BR ISSUED UNLESS THE (RMA) PROCEDURE HAS BEEN FOLLOWED AND THE MERCHANDISE HAS BEEN RETURNED TO LEDINGEDGE LIGHTING, INC. FACTORY. CREDIT WILL BE APPLIED TO CUSTOMERS ACCOUNT. NO REFUND CHECKS WILL BE ISSUED.**