



Terms and Conditions

Terms of Payment:

Net 30 days

LED Lamps:

All LED products are subject to change as technological advancements are made available. EmeryAllen will keep their customers informed of any and all changes through their website at www.EmeryAllen.com.

Pricing:

All pricing is subject to change. EmeryAllen will notify all customers of pricing changes.

Purchase Orders:

Purchase orders for standard product (2700k & 3000k) will be processed within 2 business days. Special orders are subject to lead time, acceptance and 50% deposit at the time of purchase.

Backorder:

Items on backorder will be advised at the time of purchase order placement.

Shipping:

All purchase orders over 50 units have the option to a FedEx free freight allowance (FFA) within the contiguous USA.

Cancelation:

A request to modify or cancel an order can be made through your EmeryAllen sales representative or the EmeryAllen office. Please note, once an order has reached a certain point in the fulfillment process, it may be too late to modify or cancel.

Damaged Freight:

EmeryAllen will file claims for lost or damaged shipments provided the following is met:

- All shipments must be inspected thoroughly upon arrival.
- Damage or shortage on truck shipments must be noted on the delivery receipt at the time of delivery.
- Damage, product discrepancy, or shortage must be reported to EmeryAllen within 72 hours after delivery by scanning a copy of the signed delivery receipt to our customer service department at info@EmeryAllen.com.

Shipping Delay:

Shipping delays may occur due to unforeseen and uncontrollable circumstances. EmeryAllen will not be held responsible for conditions beyond our control such as severe weather or carrier service interruptions. The customer is responsible for all costs related to incorrectly addressed orders.

Credit Card Processing and Privacy Policy:

As a service to our customers, EmeryAllen accepts all major credit cards. EmeryAllen will not share, distribute or sell customer information to include credit card data.



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Returns:

EmeryAllen is committed to our customers and offers a 30-day return policy. A customer may request to return the merchandise for a refund or credit within 30 days of the invoice date. A restocking charge of 25% will apply to all items returned where EmeryAllen has made no error in shipping. All returns must arrive in the original packaging. All freight charges for the return of goods are to be paid by the customer.

No products will be accepted for return which are more than 30 days after the date of purchase.

EmeryAllen will not accept a return for any item under the following categories:

- Special Order
- Special Inventory*
- Discontinued Products
- Non-Stock Products

*A "special inventory" product is to be defined as a product which has to be ordered specifically for a customer which is over and beyond what EmeryAllen typically keeps in inventory.

Return Goods Authorization (RGA):

If a return is to be made to EmeryAllen, the customer should contact EmeryAllen to request an RGA number. Once acquired, the customer is to go to EmeryAllen.com/contact, fill out and submit the RGA form provided. At this time the customer may ship the returning item(s) to EmeryAllen at:

Attn: EmeryAllen - RGA # "write issued number here"
359 Wando Place Drive, Suite E
Mt. Pleasant, South Carolina 29464

Upon receiving the returned item(s), EmeryAllen will inspect and test the product(s) to ensure they are not in void of their warranty. Given the returned item(s) pass the warranty inspection, a credit will be issued to the customer's account.

Note:

Please do not return product(s) without prior written authorization from EmeryAllen. Buyers are not to assume settlement and EmeryAllen will not be bound via deductions from remittance due. Buyers are not to assume and issue their own credit. In addition, EmeryAllen will not assume responsibility for claims arising from improper installation, abuse, or damage to the product made during installation of the their product(s). All return shipment is to be freight pre-paid by the buyer. All material must be in salable condition and of current design. EmeryAllen will not be responsible for products returned without proper authorization or identification.