



## Terms and Conditions

### **Orders**

Email orders as attachments to orders@alphalite.com or fax orders to 888.258.9183. Purchase orders must contain a formatted document from your company, which includes your full business name, company address, ship-to address and buyer contact information.

### **Terms**

All prices are in U.S. dollars. Standard payment terms are NET 30.

### **Shipping and Freight**

Freight allowance from CA: \$1500 in S. CA; \$2000 in other states (excluding HI and AK).

Freight allowance from VA: \$2000 in other states (excluding HI and AK).

Will Call Available in Santa Fe Springs, CA.

### **Product Return**

Product returns must be made within one hundred twenty (120) days from date of purchase, unless otherwise indicated. Customer must contact Alphalite in advance to obtain a Return Goods Authorization (RGA) form. Alphalite does not take title to returned products until the item is received by Alphalite at the return location. Returned product must be in original packaging, unused, undamaged, and in saleable condition. Proof of purchase is required in all cases. Product returns may be denied or made subject to restocking fees, return shipping cost, and/or other charges by Alphalite.

Should the customer request that a replacement part be shipped at the time the return is requested, Alphalite may request payment for the replacement part. Upon receipt of the returned item, the payment for the replacement part will be credited to the customer. If Alphalite does not receive the item from the customer within the valid date listed on the RGA, the customer accepts responsibility for payment on both the item that was to be returned and the item that was shipped to the customer as a replacement.

A minimum of 25% restocking charge will apply to any approved RGA products. No credit will be issued for the following:

1. Products damaged in shipment due to insufficient packaging by the customer returning it.
2. Products that have been discontinued.

All freight and duties on returned goods are the responsibility of the customer. Ship returned goods to:

Alphalite, Inc.  
ATTN: RETURN GOODS DEPARTMENT  
10715 Springdale Ave, Suite 4  
Santa Fe Springs, CA 90670



**Alphalite Inc.**

### **Damaged Products**

Shipping damage may occur so report all damages within seven (7) days of the received shipment. Please immediately inspect all orders before signing off on the Bill of Lading (BOL) with the shipping company. If there are signs of damage at delivery, the customer must make a notation on the BOL and forward the information to Alphalite. Proof of damage is required in all cases. Alphalite is not responsible for any damage that is reported more than 7 days after receiving the product. Once the damage is reported, Alphalite will provide further instructions and will make every effort to resolve the damaged case as soon as possible.

### **Custom Product**

Alphalite may offer products manufactured or assembled to customers' specifications ("Custom Product(s)"). All Custom Products are sold on a "FINAL SALE" basis only, and no cancellations, returns, refunds or credits are allowed.

### **Cancellation**

All product order cancellations must be approved by Alphalite and may be denied or subject to restocking fees and other charges.

For all return and order cancellations, please contact 1.888.287.9228 or send an email to [CustomerService@alphalite.com](mailto:CustomerService@alphalite.com)

### **Customer Service**

Customer Service hours: 8:30 a.m.-5:30 p.m. PST at 888.287.9228

\* The Company reserves the right to change these terms and conditions at any time without prior notice. In the event that any changes are made, the revised terms and conditions shall be posted on Alphalite website <http://alphalite.com>. Please check the latest information posted to stay updated of any changes.



Alphalite Inc.

## Return Goods Authorization

Please complete and return this form to:

Issued by Alphalite Inc.

**Alphalite Inc.**

10715 Springdale Ave, Ste 4  
Santa Fe Springs, CA 90670

RGA no.:

Date:

Valid Until:

### CUSTOMER INFORMATION

Company:

Address:

Customer no.:

Contact:

Phone:

Email:

Fax:

### RETURN PRODUCT INFORMATION

**Return and Terms & Conditions**

All returns must be made within 30 days and authorized with a completed RETURN GOODS AUTHORIZATION form. Returned merchandise must be in the original packaging and in resalable condition. No Refunds will be issued for returned merchandise, Alphalite offers only product replacements or a credit towards customer's account. Special ordered merchandise cannot be cancelled or returned.

<u>Invoice no. / PO no.</u>	<u>Model no.</u>	<u>Qty</u>	<u>Reason for Return</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Additional comments: \_\_\_\_\_

Would you like  Credit

Replacement(s) for the item(s) listed above.

Replacement order # \_\_\_\_\_

Customer's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

By signing, we understand that all defective material must be kept until a written and signed authorization to field destroy any or all items, is/are received.

### FOR INTERNAL USE ONLY

**Customer Service Dept**

Issued by:

Date:

**Approving Authority**

Approved by:

Date:

Restocking fee:

Restocking %:

**Warehouse Dept**

Received by:

Date:

Field destroy:

Ship via: