



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).

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
11920 Altamar Pl.
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

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.



Return Goods Authorization

Please complete and return this form to:

Alphalite Inc.
11920 Altamar Pl.,
Santa Fe Springs, CA 90670
CustomerService@Alphalite.com

Issued by Alphalite Inc.

RGA No.:

Date:

Valid Until:

Field Destroy

Hold for Courier Inspection

CUSTOMER INFORMATION

REPLACEMENT SHIP TO ADDRESS

Company:

Company:

Contact Name:

Contact Name:

Address:

Address:

Phone Number:

Phone Number:

Alphalite Rep:

RETURN PRODUCT INFORMATION

Terms & Conditions should change to match our current policy as shown here:

A completed RETURN GOODS AUTHORIZATION form is required for all returns. Refunds will not be issued for returned merchandise. Alphalite offers only product replacements or a credit towards customer's account. All returns for Credit must be made within 120 days from the date of receipt of the goods. Returned merchandise must be in the original packaging and in resalable condition. Credit cannot be issued for any defective or damaged fixtures but can be replaced with new items. Defective items must still be covered under warranty to receive a replacement for all item(s) damaged during transit, Alphalite MUST be notified within 7 days of receipt and MUST receive photos of such damages to be eligible for replacement(s) at no cost. Special ordered merchandise cannot be canceled returned.

PO or Invoice No.

Model No.

Qty.

Reason for Return

Additional comments:

Please indicate which you would like:

☐

Credit

☐

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

Replacement order #

(If Applicable)

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 Department

Additional Costs

Issued By: _____ Date: _____

Approving Authority

Approved By: _____ Date: _____

Restocking Fee: _____

Original Shipping Cost: _____

Responsible for the Cost of Return Shipping.

Others: _____

Credit Amount: _____

CR

NCR

NQA