

MP LIGHTING POLICIES

ORDERS:

Orders will not be entered until the account has been set up. New customers have the option of paying their first order by credit card or waiting until the account has been set up.

PRICING:

In the event of a price discrepancy between the customer's purchase order price and MP Lighting's published or quoted price, the published or quoted price will be the price that prevails and the order will not be processed until the price has been approved in writing by the customer.

PAYMENT TERMS:

Net 30 days.

FREIGHT TERMS:

Prepaid & Charge or collect via carrier of choice. If no carrier has been indicated MP Lighting will ship all regular sized shipments UPS ground service.

QUOTATIONS:

All MP Lighting quotations do not include taxes and freight charges unless otherwise specified.

BACK ORDERS:

All backorders will be shipped prepaid via UPS ground service.

ORDER DISCREPANCIES:

Order discrepancies must be reported to MP Lighting within 10 business days of receipt of the goods. Any claims made after 10 days may be honored at the discretion of our warehouse manager

WARRANTY:

MP Lighting systems are approved to CSA & UL standards when used as a complete system. Substituting another manufacture's product will void all approvals and will remove MP Lighting from any liability. MP Lighting will warranty all products manufactured by MP Lighting to be free from defects in materials and workmanship under normal use for a period of one year from date of purchase. Upon confirmation of a defect or failure, at our discretion, we will repair or replace the item. This warranty covers only the product itself; we will assume no liability for labor costs, installation costs, or other losses.

RETURN POLICY:

All returns will be subject to a minimum 25% handling and factory inspection charge except on products considered by MP Lighting to be defective in workmanship and materials. Credit will not be issued on product returned as defective do to improper installation or misuse. Products must be returned prepaid in resalable condition with proper packaging. All returns must have an RGA (Return Goods Authorization) number clearly marked on the outside of the package in order to be accepted. RGA numbers can be obtained by faxing your request to 604-709-8425 Att: Warehouse Manager.

CUSTOM ORDERS CANNOT BE RETURNED.