

Arcadia Lighting

328 West Alabama, Houston, TX 77006
(800)-830-6558 arcadialights.com



Terms and Conditions

Payment and Pricing

Prepayment is required for all products. We accept check, major credit cards and ACH Debit. All product prices are subject to change without notice. Price is not including shipping & handling costs or state sales tax. Contact sales@arcadialights.com to inquire about credit terms and pricing.

Credit Card: Filled Authorization form is required. Contact sales@arcadialights.com

Company Checks:

Make Check Payable to: Arcadia Lighting
945 McKinney St., STE 580
Houston, Texas 77002

ACH Debit:

Bank Name: Bank of America
Account #: 488070331619
Routing #: 111000025

Bank Wires:

Bank Name: Bank of America
Account #: 488070331619
Routing #: 026009593

Shipping and Handling

<i>Minimum Order Amount for Free shipping</i>	<i>Zone</i>	<i>State</i>
\$3,500	1	WA,OR, MT,ND,MA,NY,ME,CT,NH,VT,RI
\$2,500	2	CA,MN,NJ,DE,PA,MD
\$2,000	3	All other states except the ABOVE (Not including Alaska, Hawaii and Puerto Rico)

- Free shipping policy is only suitable for commercial address with unloading equipment or loading docks; residential, lift gate, campus delivery and **Limited Access fees**** would be charged to the customer if occurred.

- All orders less than minimum free shipping amount will be charged with 6% shipping and handling fee, Minimum \$35.00 per shipment.

- Oversize charge for 8ft fixture is \$120 for order amount below \$3,000, and \$60 for order amount above \$3,000.

- Orders from Alaska, Hawaii and Puerto Rico - Call to place orders. Additional shipping & handling charges will apply.

- Expedited service orders - Call to place orders. Additional shipping and handling charges will apply.

We do ship to Canada, customer is responsible for duty fees; Additional shipping and handling charges will apply.

- All shipments are EX-warehouse term; Product ownership and risk of loss transfers to the buyer when it leaves our warehouse.

- Additional fees will be charged if change destination after shipping out.

- The customer is responsible for unloading goods. Please have the necessary unloading equipment readily available at the delivery site. Customer is required to request lift gate and additional charges will apply

- Orders qualified should be shipped to only one location using the carrier of our choice for the free shipping.

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Special Handling Charge

<i>Modification/Adding/Removing</i>	<i>Charge per fixture</i>	<i>Modification/Adding/Removing</i>	<i>Charge per fixture</i>
Add/Remove step down transformer	\$5.00	Add emergency battery backup	\$10.00
Add/Remove Photocell	\$3.00	Swap drivers	\$10.00
Add receptacle	\$5.00	Swap lenses	\$5.00
Add Motion Sensor	\$5.00	Swap power cord	\$5.00-10.00

Packaging/Shipping Lead Times

Orders received before noon time CT during normal business hours, on in-stock items, are generally shipped from the on the same day. It is upon the seller's option to choose appropriate shipping methods, usually 3-5 working days for delivery but will vary depending on carrier's condition.

State Sales Tax

State sales tax is levied on all orders. Orders that are tax-exempted for resale or exempt organizations will be accepted but not processed until a valid tax certificate is received by email.

Order Acknowledgements

Order acknowledgement will be sent to all customers who provide a valid email address.

Customer Service and Technical Support

Should the customer have any concerns regarding technical issues, warranty returns, replacement parts, or products are damaged in shipping, please contact sales@arcadialights.com or your Account Manager, Monday through Friday from 9 a.m. to 6 p.m. CT.

Return and Refund

ARCADIA LIGHTING will accept returns for a refund or exchange within 15 days of the shipment of your order; Shipping and handling fees are not refundable, A 20% restocking fee is applied to all valid and authorized returns; Custom products are non-cancellable, non-returnable, and non-refundable. Modified or installed items will not be accepted for return. Returned items that are not in resalable condition are ineligible for exchange, refund, or credit.

Limited Product Warranties

The limited warranty will be provided by ARCADIA LIGHTING for the product defects occurring within 5 years from the date of original purchase, 5 years for the fixture with working period less than 12 hours per day. 3 years for working period over 12 hours per day. ARCADIA LIGHTING will provide the Customer the reconditioned, repaired product or new parts as replacement, and the aforementioned provisions do not extend the original warranty period of the unit which has been repaired or replaced by the manufacturer. To make warranty claim, customer must provide the essential proof of defectives, purchase invoice and other requirement ARCADIA LIGHTING may need, Customer would also be required to send back the failed products at their own cost to ARCADIA LIGHTING after receiving the RGAN (Return Goods Authorization Number). ARCADIA LIGHTING will undertake freight for sending replacement to customers in the first 3 years.

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ARCADIA LIGHTING Warranty covers units that are completely failed and does not apply if the failure is caused or contributed by any of the following:

- a) Abnormal or unusual operating conditions or applications
- b) Electrical current surges caused by lightning or other catastrophic acts of God or occurrences.
- c) Improper transportation or poor packing/packaging when returning the product to ARCADIA LIGHTING.
- d) Installations where ambient temperatures exceeds suggested by manufacturer, which shows on label of each fixtures.

ARCADIA LIGHTING will not reimburse or pay for unexpected costs or expenses, including labor or other costs associated with removal or re-installation of the product, even if it is ultimately deemed to be defective.

Limited Access fees**

The term "Limited Access" shall be defined as meeting any of the following conditions:

- Not open to the walk-in public during normal business hours
- Not having personnel readily available to assist with pickup or delivery
- Not having access to a loading/unloading dock or platform
- Sites where extensive security related inspections and processes are required before pickup or delivery can be performed

Limited Access Shall include but is not limited to:

- 1) Residential: Hotels, Motels & Resorts, Country Clubs, Restaurants, Bars & Night Clubs, Day Cares Retirement/Nursing Homes
- 2) Religious Buildings: Churches, Convents & Rectories, Cemeteries, Mosques, Synagogues, Temples
- 3) Government Facilities: Prisons, Military Bases/Installations, Court Houses
- 4) School: Colleges & Universities without a dock
- 5) Medical Facilities: Medical/Urgent Care sites -without a dock
- 6) Fairs: Carnivals, Outdoor Flea Markets
- 7) Camp: Farms/Ranches
- 8) Construction Site

The term "Construction Site" shall be defined as the site of any construction of buildings, roads, bridges or other sites of construction including the entire property upon which the construction is taking place, and delivery to any facility (such as warehouses, depots, supply houses or similar facilities) located on such property.

9) Remote Site

The term "Remote Site" shall be defined as, but not limited to the examples listed below, facilities that are located outside the normal commercial pickup and delivery region of the carrier for a town, city or municipality:

- Military locations such as missile sites
 - Military and civilian radio, aviation and electronic stations
 - Indian Reservations
 - Governmental research stations
- 10) Mine Site

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The Term “Mine Site” shall be defined as the site of any mineral mine location, whether underground or open mining, including the entire property of the mine, when it is located outside the normal commercial pickup and delivery region of the carrier for a town, city or municipality.

11) Utility Sites

The term “Utility Site” shall be defined as the site of any power generation station, whether nuclear, thermal, hydroelectric or fossil fuel or pumping station located outside the normal commercial pickup and delivery region of the carrier for a town, city or municipality.

12) Golf Courses

13) Chemical or Refinery Facilities