



terms and conditions

purchasing

- Please be advised that upon purchase of product from Illuminations, the following terms of sale apply.
- Review all orders before submitting. Errors in arithmetic, or in price, are subject to change.
- Our invoice for the item(s) indicates agreement with these terms and conditions.
- Credit card fees of 2% will apply to trade and distributor orders over \$3,000.00
- Any changes in orders must be submitted in writing and approved by Illuminations.
- Full prepayment is required at the time the order is placed.
- If Illuminations is obliged to collect any overdue amounts from purchase, Illuminations shall be entitled to recover from purchaser, in addition to its damages, all costs of collection, including, but not limited to a reasonable attorney fee.

shipping

- A projected ship date will be provided after order is placed, when available.
- All shipping schedules are estimates and should not be used for scheduling installation. Illuminations shall not be liable for failure to deliver or delays in delivery occasioned by causes beyond our control;
 - including without limitation, strikes, lockouts, inability to obtain materials or suppliers, and governmental acts and regulations.
- Unless otherwise indicated, freight charges are additional and shipping method is selected at the discretion of the manufacturer.
- Unless specifically requested by the purchaser, all truck deliveries are dockside.
- Additional inside delivery services must be specifically requested and are subject to additional charges which vary according to size and weight of shipment and distance of inside location. Delivery of goods to common carrier, licensed trucker, or receiving warehouse shall constitute delivery to buyer.

delivery & installation

- Purchaser must examine all goods, immediately upon delivery, for incorrectly shipped or damaged items and notify Illuminations within **3 days** of receipt to file a claim. Failure to do so may result in denied claim. All original packaging must be retained (and damaged item(s)/part(s) must remain in the box) at the original delivery location. If damaged/defective items are instructed to be returned and a replacement item is sent, the item to be returned must be received by the factory in approved condition or charges will apply for the replacement. Images of damage to product or packaging, and site conditions may be required to start the claim process.
- Due to the inherent characteristics of handmade product, there may be differences in finishes, glass, wood, and other materials. These aspects are typical of the high quality, hand blown and hand finished products; they should not be considered as defects in the workmanship.
- All product must be installed by a licensed electrician. Illuminations does not provide installation and is not liable for any damages to the product that occur during installation. Illuminations does not reimburse for electrician fees.

warranties

- All fixtures are warranted to be free from defects in materials & workmanship for one year from date of shipment, unless specifically indicated otherwise. During this one-year period, factories will repair/replace, at their discretion, products proven to be defective. **Please keep in mind that some manufacturers require product registration to activate your warranty coverage.**

cancellations, returns, & credits

- No changes or cancellations will be accepted once order confirmation is received from the manufacturer.
- Standard products are subject to each manufacturer's cancellation/return policy. Some manufacturers do not accept returns or cancellations. Products that are returnable will be subject to a restocking fee of up to 50%.
- Custom and made to order products are not returnable.
- Installed fixtures are not returnable. No item can be returned until official return instructions have been provided
- Return of non-defective product is the responsibility of the customer via trackable shipping method.
- Credit will be issued at manufacturer's discretion based on the factory's inspection of the returned item.
- Lamps (bulbs) provided with fixtures are included as special courtesy only and, as such, cannot be returned and they are excluded from warranty and claim terms.