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SIGMA LUMINOUS TERMS AND CONDITIONS

PURCHASING TERMS

- Ground Freight allowed on lighting orders \$1,500 or above shipping within the continental U.S. to a commercial/non-limited access location
 - Additional charges apply for residential, limited access locations, and ones requiring a liftgate
- Ground Freight allowed on pole orders \$2,000 or above shipping within the continental U.S.
 - Advance shipment of anchor bolts is not included in freight allowed, customer will be notified of shipping options prior to shipment and is responsible for subsequent charges
- Ground Freight allowed on lighting orders \$2,000 or above shipping to Canada
 - Sigma Luminous will act as broker for Canadian customers
 - Additional charges apply for residential, limited access deliveries, and ones requiring a liftgate
- Lighting and pole orders cannot be combined to meet freight allowed threshold
 - Value per shipment applies when requests to split order into multiple shipments are made
- Customer must provide a Purchase Order if interested in initiating order
- Please email all purchase orders to sales@sigmaluminous.com
- Sigma Luminous will acknowledge receipt of PO within 1 business day of receipt, and may reject any purchase order with due cause
- Purchase Orders may be cancelled by customer at no cost if cancellation is received within 5 business days of PO acceptance and order has not shipped, pending approval from Sigma Luminous
- Sigma Luminous offers net30 trade credit for qualified buyers upon filling out a credit application
- A 2% LATE FEE will be added to all invoices past their agreed upon due date.
- Sigma Luminous accepts VISA, Mastercard, Discover, & American Express as a payment option in lieu of setting up a trade account
- All orders above \$100,000 require a 30% deposit upon issuance of PO

30 DAY TRIAL POLICY

- Trial orders must be pre-paid with credit card unless customer has open credit terms with Sigma Luminous
- If customer has approved credit terms, a PO must be issued, with the notation "30-day trial sample" listed
- After the 30 days has elapsed the lighting sample may be kept or returned for a full refund
- Contact Sigma Luminous to receive an RGA number and a return packing slip
 - Sigma Luminous cannot guarantee the timely receipt and refund for items shipped without authorization or RGA documentation
- The item must be shipped within 10 days after the conclusion of the trial period to be eligible for a refund and tracking information must be sent to sales@sigmaluminous.com
 - All lighting samples will be inspected upon receipt and refunds will only be processed for samples returned without any damage or visible wear/tear
- When a PO is issued for the trial the invoice will either be due according to the terms stated on the invoice or will be credited once the parts are received and inspected
- When a credit card is used to purchase the sample and the sample is returned, the credit card will be refunded once the item is received and inspected
- The customer is responsible for all shipping costs associated with the 30-Day Trial program and the costs are non-refundable

RESTOCKING FEES

- Lighting items returned are subject to Sigma Luminous' Lighting Restocking Policy:
 - Returned within 60 days of invoice date – 30% restocking fee
 - Returned after 60 days of invoice date – no refund
 - Customized orders are subject to management's discretion on a case by case basis and may change at any given time
- Poles and pole accessories are subject to Sigma Luminous' Pole Restocking Policy:
 - For all Straight Steel and Straight Aluminum poles, there is no fee associated with the cancellation of an order before production has started, a 50% restocking fee will apply once production has begun, and a 100% restocking fee will apply once powder coat has been applied.
 - For all other Pole products, there is a 25% fee associated with the cancellation of an order before production has started, a 50% fee will apply once production has begun, and a 100% fee will apply once powder coat has been applied.

WARRANTY POLICY

- Contact Sigma Luminous for a copy of warranty documents pertaining to the product purchased
- Contact Sigma Luminous or the local sales representative to assist in the troubleshooting process
- Upon finding out what part is required, a replacement purchase order may be required reflecting the product and pricing
- Upon shipment, an invoice will be issued to the original customer
- A shipping return label and packing slip will be provided to facilitate the process if applicable
- Defective lighting products must be received within 30 days of shipment
- Upon receipt, inspection, testing, and evaluation will be performed to find the cause for the defect and Sigma Luminous will notify customer of the result
 - Defective item under warranty – credit issued to customer
 - Damaged from misuse, improper installation/wiring – no credit
 - Working under designed specifications – standard return policy applies, or product(s) returned to customer
- Sigma Luminous is not responsible for the charges involved in replacing defective items, such as labor, lifts, equipment rentals etc.
 - High failure rates are evaluated on a case by case basis and are up to the discretion of Sigma Luminous Management

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All information provided is subject to change without notice. Please verify all details with Sigma Luminous and the point of sale merchant prior to submitting any documentation or shipping products.

LUM-POL-001
REV 9
1JUN2020