

Effective January 1, 2003

### Terms for Domestic Sales

2% 10 Days-Net 30 (O.E.M. sales are Net 30)

1-1/2% per month interest will be charged for accounts paid beyond 30 day terms.

### Freight

All shipments F.O.B. Factory Warehouses (Northbrook, IL, Santa Fe Springs, CA). Full freight allowed on orders shipped within the continental U.S. totaling \$1,000.00 or more (excluding O.E.M. shipments). Ceiling Fans have a \$1,500.00 freight allowance. Back ordered items qualifying for prepaid shipping charges will be shipped prepaid. Freight and shipping fees will be charged for shipments to a customer's place of business anywhere in the contiguous United States should you require a carrier of your choice. Other terms apply to the Caribbean, Hawaii, Canada and Alaska. Any extra charges incurred for additional services, such as customer's carrier, lift gate, or special handling by the carrier, must be paid by the consignee (including prepaid orders). Title and risk of loss pass to the customer upon tender of shipment to the carrier. Consignee must make all claims for loss or damage to carrier.

### Cancellations

Any cancellation must be approved by Con-Tech, and may be subject to restocking and other charges.

### Returns

No return will be accepted for credit without prior approval by the factory in writing. All returns for credit are subject to inspection and must be in original factory fresh condition and in original packaging. All returns to be made freight prepaid to location designated on Return Goods Authorization (RGA). No refunds will be made against credits. No returns will be accepted that are Freight Collect. All returns will be subject to a 50% Restocking Charge with a \$200.00 minimum. No material will be accepted for credit that was purchased over 90 days prior to request.

### Minimum Charge Order

A Service Charge of \$25.00 will be added to all original customer orders less than \$100.00 net.

### Pricing

All prices subject to change without notice.

### Full Replacement Guarantee

All non-operable materials that are under warranty can be returned to our Northbrook facility for inspection. Con-Tech will either repair or replace material at no charge (NO RGA NEEDED). All products must be installed and/or used in accordance with applicable National or Local Electrical Codes; and for the general use and practices as advised in our literature and instruction information.

Con-Tech Lighting guarantees these lighting products to be free from manufacturing defects for a period of one year.

Other warranties are as follows:

Electronic Transformers for 4 years except for 60 and 75W transformers, they carry a 3 year warranty and LRT60 carries a 1 year warranty

Electronic Ballasts for 5 years

Magnetic Ballasts for 1 year

Magnetic Transformers for 2 years

Remote Low Voltage Transformers for 4 years

No collect shipments will be accepted. Con-Tech disclaims any liability for product defect claims that are due to product misuse, improper product selection or misapplication. Con-Tech shall not be liable for any delay in or impairment of performance resulting in whole or in part from any circumstance or cause beyond the control of Con-Tech in the conduct of its business.

## CON-TECH LIGHTING

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