



**Terms & Conditions**  
**\* Effective January 1, 2021**

**General Information:**

Prices, minimums, specifications, and availability are subject to change without notice. We reserve the right to change specifications in order to conform to regulations, improve product design and/or availability. All merchandise is made to order and is non-stocked. Minimum order requirements are applicable to many items. Please consult factory for availability

**Terms:**

50% deposit with order, Balance Net 30 days with credit approval

**Minimum Orders:**

\$300.00 Net. Orders accepted for less than this amount, if accepted, will be subject to a \$50.00 handling charge.

**F.O.B. Point:**

Factory dock in Trumann, Arkansas

**Freight:**

All orders will be shipped either Freight Collect or Third Party Billed. Orders requiring Prepaid Freight, if accepted, will be subject to a handling charge. Ashley Lighting will not be liable for differences between freight estimates and actual freight charges.

**Lead Time:**

Lead times begin upon approval of credit or receipt of deposit. All lamps are made to order, and we schedule our production based on date of order and availability of component parts. In order to assure delivery of products on a timely basis, we encourage customers to order as early as possible. Although our shipping history is excellent, we will not assume any liability for damages incurred in the event that Ashley Lighting ships later than the date requested by the customer, or a date quoted by Ashley Lighting.

**Freight Claims:**

All products are shipped F.O.B. Trumann, AR. Each order is carefully inspected, counted, and packaged according to NMFC standards before being released to your choice of freight carriers. Upon carriers' receipt of these goods, the title passes to the customer. Claims for damage or loss must be placed by the consignee with the delivering carrier at the delivering destination. Please inspect all merchandise upon receipt and BEFORE signing the delivery receipt. Any visible damage or loss must be noted on the delivery receipt in order to receive proper credit from the Transportation Company. Concealed damages must be reported to the Carrier within 15 days of signing the delivery receipt in order to receive credit. The Carrier is responsible for all loss and damage incurred during shipment.

**Custom Orders:**

A 50% deposit is required on ALL custom orders before any manufacturing processes begin. Due to the nature of custom products, we recommend that you order additional quantities, as additional products may not be available at a later date. Replacement orders or orders for additional quantities may be at substantially higher prices. Also due to the nature of custom orders, Ashley Lighting reserves the right to ship any overages, due to the accumulation of additional component parts, of up to five percent of the quantities ordered.

**Storage:**

All orders are processed and manufactured according to the acknowledged ship date provided by Ashley Lighting. Any requests for delayed shipping, once the production processes are begun, will be dependant upon space availability. Orders that are stored by client request will be invoiced immediately upon completion of the manufacturing process and the invoice must be paid under normal terms.

**Returns:**

Returns for repair or credit will not be accepted without prior written Return Authorization issued by the factory. Unauthorized returns will not be accepted by the factory. All returns shall be shipped Freight Prepaid, in original factory cartons, and must be received in new and unused condition within 30 days from issuance of Return Authorization. Products kept in excess of 30 days may not be returned. Custom orders may not be returned under any circumstances.

**Warranty:**

Ashley Lighting, Inc warrants that its products are free of defects in workmanship and materials for a period of one year from the date of delivery. Products that are determined to be defective, by Ashley Lighting, will be repaired or replaced at the option of Ashley Lighting.



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**Samples:**

We are pleased to provide samples for your project and will expedite the production of samples in every way possible. All requests for samples must be made by a Purchase Order reflecting the cost of the sample in addition to any additional costs incurred for tooling, expediting. All samples are shipped F.O.B. our factory in Trumann, AR and the customer is responsible for all incurred freight charges.