

Shipping, Returns and Cancellations

MaxLite's focus is to deliver the best possible experience for our customers. The following is a brief summary of our shipping, return and cancellation policies to guide your purchase. Please view our complete terms and conditions at: <https://www.maxlite.com/terms-of-use>

Freight Policy

- Orders over \$2000.00 are eligible for free freight if shipped within the contiguous United States. Freight prepaid AK/HI: \$2000 minimum order + applicable freights surcharges, please contact your Customer Service Rep". Custom drop ship items, including poles are subject to freight regardless of order total. Orders including 8' Lamps or 8' Fixtures must meet a \$2000 minimum on those products alone to qualify for free freight. If the 8' product total on the order does not meet the required minimum, a \$50 fee will apply. This includes accounts with freight benefits.
- Free Freight orders are shipped best way determined by Maxlite. Special carrier requests, expedited freight, lift gates, or other special delivery instructions are excluded and are subject to additional fees.
- **Duty to Inspect upon Delivery** - Customer is required to inspect all Products, before accepting delivery, for any outward indication of damage and/or any discrepancy on the bill of lading or invoice; and all such outward damage or discrepancies must be noted on the carrier's delivery receipt. Customer is also required to inspect all Products, immediately following delivery, for other damages, shortages or discrepancies. Customer shall give MaxLite written notice within seven days of delivery as to any such damages, shortages or discrepancies, or any claim that the Products are damaged or non-conforming. If Customer fails to give such notice the Products shall be deemed satisfactory and accepted by Customer, and Customer shall have no right to thereafter assert any claim against MaxLite with respect to shortages, damage or non-conforming Products. Customer expressly waives the right to revoke acceptance after expiration of the foregoing seven day inspection period.

Small Order Fee

- For orders totaling less than \$200 in products, a small order fee (\$25) applies.

Cancellation Policy

- All cancellations are subject to prior approval by MaxLite. Special order items including drop ship items, might not be cancellable.
- Cancellations must be made in writing and received at least five (5) business days prior to the requested ship date.
- A cancellation fee may be charged if the order has been picked, is an assembly item special order, or drop ship item.

Return Policy

- Returns require pre-approval from MaxLite. Please ask your MaxLite representative about return policies prior to placing an order.
- Inventory items marked as made to order, clearance or phasing out, may not be returnable.
- Custom orders and drop-ship items may not be returned.
- Return to stock requests must be made within 30 days of the invoice date.
- Invoice number must accompany all return requests.
- Buyer is responsible for return freight costs.
- Return to stock requests will be considered only if an error has been made by MaxLite.
- Merchandise returned must be in clean, saleable condition in the original box, or no credit will be issued.
- Returns are subject to a 25% restocking fee to be charged to all returned merchandise.