

How We Do Business

Payment

All orders will ship COD or be prepaid unless account terms have been set up. Normal terms would be Net 30 days with a 1% discount for payment received within 10 days. Any legal costs incurred by ALW in the collection of unpaid debts will be charged to the customer.

Shipping and freight

Shipping is always charged on every order, unless a written quote is received from ALW stating that shipping is inclusive. All shipping quoted is for regular ground shipment. Requests for express shipping will only be acted on if received in writing and will be added to the invoice. Orders will normally be shipped complete. Where partial shipment is requested, shipping charges will be added to each delivery. Freight is always Prepay and Add. THERE IS NO FULL FREIGHT ALLOWED (unless previously negotiated).

Acceptance of Orders

All orders are accepted at the discretion of ALW and will be confirmed in writing to the customer

There is no minimum order. All quoted pricing is in US Dollars and does not include any Sales Tax and delivery. Sales Tax will be charged on all shipments where we are not provided with a valid resale certificate or the shipment is otherwise exempt.

All custom orders will require a 50% deposit, before work commences. Cancellations at any stage will still incur the full invoice liability. No refund of any deposits will be made on cancelled orders.

The company reserves the right to vary the specification or withdraw from offer any of its products without prior warning. The company reserves the right to refuse to accept any contract that is deemed to be contrary to the company's policies in force at the time.

Delivery

Delivery times quoted are from receipt of written order. The delivery times we quote are our best estimate. We will not accept any liability or other consequential loss for any late delivery, unless we have agreed in writing to be so bound. Standard delivery time is 6 weeks.

Warranties

All products are guaranteed against faulty parts or workmanship for a period of one year from date of shipment. Ballasts and transformers carry a one year warranty but we will extend the same warranty afforded us by the manufacturer if this exceeds one year. We will provide details when requested. Our liability for all such claims is limited strictly to the replacement of such products and excludes all other claims or losses incurred.

Insurance and Returns

All shipments from ALW are insured by us. If any goods received by the buyer are in an unsatisfactory condition, the following courses of action shall be taken.

If the outer packaging is visibly damaged, then the goods should not be accepted from the shipper, or they should be signed for only after noting that the packaging has sustained damage.

If the goods are found to be damaged after unpacking, ALW must be informed immediately.

Under no circumstances should the damaged goods be returned, unless expressly authorized by ALW.

If the damage is not reported within 48 hours of receipt, we shall accept no liability.

Any returns made to the company for any reason, at any time shall be packaged in the original packaging, or its direct equivalent and must be adequately insured by the shipper.

Returned goods will not be accepted by the company unless this has been expressly authorized. ALL ITEMS ARE MADE TO ORDER AND ARE NON-RETURNABLE/ NON-REFUNDABLE

Applicable Law

Unless otherwise agreed in writing, the terms and conditions contained herein shall be governed by and construed under the laws of the State of California, USA.

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