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## CONTACTS

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### CONDITIONS OF SALES

Literature Request Form

**TERMS:** First order C.O.D., cash in advance, or credit card and net 30 after initial purchase - pending credit approval. All open accounts that are past due by 60 days shall be termed cash in advance accounts. Bruck requires payment prior to shipment on all inactive accounts (accounts with no activity for 180 days or more). Minimum Order amount is \$100. A \$30 fee will apply to all orders that do not meet the minimum amount. Samples, replacements and add-on orders placed within three months of original order are exempt from the minimum order policy.

RMA Request Form

Bruck Registration Form

Conditions Of Sales

**PRICES:** All prices set forth in the Bruck's price guide are the distributor net prices prevailing at the time of publication and are subject to change at any time without notice. Unless otherwise specifically provided in writing, all orders will be billed at the prices prevailing at the time of shipment. Prices for special or modified items must be issued in writing from Bruck Lighting and are firm for thirty (30) days. Purchase orders that are for standard, special, or modified items received and accepted by Bruck Lighting within such 30-day period will be price protected for shipment within ninety (90) days from the date of the order. Only prices evidenced by a written quotation issued by Bruck may offer price protection for a different period. Releases for shipments beyond the price-protected period (standard or non-standard) will be increased in price in accordance with Bruck Lightning's next published price list.

Show Schedule

**MINIMUM ORDER POLICY:** All orders placed totaling less than \$100 will be charged a handling fee of \$30. No exemptions to this policy will be granted unless the order is for replacement parts and the original purchase order is provided.

**FREIGHT:** Most merchandise in stock is shipped within 72 hours. Every effort will be made to ship complete orders. If you would like us to ship partials please specify. All merchandise will be shipped F.O.B. Tustin, CA by UPS or common carrier at our discretion unless otherwise noted.

**CLAIMS:** Goods are inspected and securely packed prior to shipment. The carrier assumes all responsibility for safe delivery. Customer must fully inspect merchandise upon receipt for any shortage, loss or damage; claims resulting from the aforementioned must be reported to Bruck within 10 days of receipt. Whether there is obvious or concealed damage, you must save the carton and all interior packaging for inspection by the carrier.

**RETURNS:** Return goods require an RMA (Return Merchandise Authorization) number. Please fill out the online form or fax RMA form to customer support at (714) 259-9969. Return freight charges will apply (restocking fee and freight charges waived only on Bruck error). Product must be returned in good condition within sixty days of receiving the product for credit to be issued. Lamps must be shipped back with fixtures and pendants. Cable is not refundable. A minimum restocking fee of 25% will apply; actual fee will be determined by condition of returned goods. All returns are subject to inspection of merchandise. The specific nature of the problem must be identified for any item returned as defective. Returns allowed on cataloged items only; customer damaged, custom products, discontinued items, or modified products are noncancelable and non-returnable. A 25% deposit is required on all custom products. Deductions should not be made until credit is issued by Bruck Lighting.

**WARRANTY:** Merchandise is manufactured according to our high standards and is warranted to be free from defects in material and workmanship for one (1) year from date of delivery. All 3 Watt LED fixtures are warranted to be free from defects in material and workmanship for three (3) years from date of delivery. During this period we will, at our option, repair or replace, free of charge such merchandise that proves to be defective. Warranty effective only when installations consist completely of products purchased from Bruck Lighting Systems, Inc. This includes all power sources. This warranty does not apply to products damaged due to accident, tampering, misuse, abuse or abnormal usage and in no event shall Bruck's obligation under warranty extend beyond the initial cost of products. This warranty does not cover cost, if any, of reinstallation of products serviced under this warranty.

our partner



Note: Prices are subject to change at the manufacturer's discretion