



OU Lighting
41101 Albrae St., Fremont, CA 94538
Tel: 1-800-872-4199 | 1-510-279-9979
Fax: 1-510-270-6600
www.oulighting.com

U.S. TERMS AND CONDITION OF SALE

OU Lighting will not recognize any modifications of these terms and conditions unless specially agreed to in writing by an authorized OU Lighting representative.

Order Acceptance

All orders are subject to credit approval and final acceptance by OU Lighting. Orders will not be accepted if the order, prices, discounts, or terms are incorrect. Order acceptance occurs when all corrections have been made.

Cancellation and Return Policy

All released orders should be considered non-cancellable and non-returnable unless covered by OU Lighting warranty.

Product Warranty

OU Lighting products are covered by a five or ten year warranty from the date of delivery. Refer to the appropriate product specification sheet for details. Installations must be performed by licensed electrician, and OU Lighting will not be liable for defects caused by installation errors. OU Lighting will not be liable for defects due to improper handling, misuse, negligence, accidents, acts of God or nature, exposure to casualty of elements, or unauthorized alteration/repair. In all such cases, the warranty is immediately null and void.

Defective Return Policy

Prior to returning any product for repair or replacement, OU Lighting requires that a Return Material Authorization (RMA) be issued. The RMA can only be issued by OU Lighting. Please contact your local Sales Representative prior to directly contacting OU Lighting. When requesting an RMA, the following information must be provided: product model and serial numbers, date of purchase, and a detailed description of the reason for the return. An OU Lighting representative will document the issue and provide the RMA and instructions for return.

Freight Policy

Orders are FOB shipping point. All orders above \$3000 will be shipped freight prepaid within the contiguous United States. All orders below \$3000 will be charged freight to destination from California. Consult factory for shipments outside of the contiguous United States. Prepaid freight is based on the most cost effective routing as determined by OU Lighting. Additional cost due to special routing (such as air freight) will be charged to the customer.

Minimum Billing

OU Lighting has no minimum order requirement on standard products. Please confirm inventory with sales office before purchase. Hours: Mon-Fri, 9am-6pm.

Credit Terms

All orders subject to OU Lighting acceptance.



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Payment Terms

Net 30 days from date of invoice, subject to credit approval. All past due invoices are subject to 1.5% late payment penalty.

Pricing

Written quotations expire 30 days from the date of quotation unless otherwise specified in writing. All pricing is subject to change without notice.

Loss or Damaged in Transit

The carrier is responsible for products that are lost or damaged during transit. Payments of invoices shall not be withheld pending settlement of claims.

Errors

Typographical or clerical errors, including but not limited to quotations, orders or acknowledgements are subject to correction.

Force Majeure

OU Ligthing shall not be liable in any respects for failure or delay in the fulfillment or performance if the contract is hindered or prevented, directly or indirectly, beyond the reasonable control of OU Lighting.