
Ordering Information Policy 2016

1. Terms of Sale

- a. Credit or Debit Card Payment – with VISA, MasterCard, Discover or American Express. You get the same great prepaid discount as cash and you don't actually pay anything until your credit card is due.
- b. We also offer Check by Phone for your convenience.
- c. Invoiced Orders – If your order is \$1,500 or more, you can be invoiced (with approved credit). The price you pay will be 20% higher than the Prepaid Price. Our terms are 1%/10 days, net 30.

2. Prices and Specifications

Prices and specifications subject to change without notice.

3. No Minimum Order

A \$10 handling charge for orders under \$150.

4. Return Check

A \$35 handling charge will be assessed on all returned checks.

5. Sales Tax

If applicable, Pennsylvania customers should attach a Tax Exempt Certificate with their initial order, otherwise a 6% sales tax will be charged.

6. Shipping

Freight allowance on standard volume orders, consult customer service. All orders are confirmed before shipping and will ship UPS Ground or at the discretion of Kensington. When special shipments such as UPS Next Day, etc., are requested by the customer, the customer will be responsible for this expense. Additional freight charges may be applicable for reconsigned, residential deliveries or special request. Order will be shipped by small package carrier or common carrier. For all common carrier shipments, it is your responsibility to unload goods upon delivery. Ownership of goods passes to you as soon as they leave our factory. You must file all claims for loss and damage directly with the carrier, however, we will be glad to assist you in any way possible by tracing, filing freight claims or sending replacement orders. This unique service is available for your convenience, at no additional charge.

7. Returns Policy

If you need to return any product, first be sure to obtain written authorization from Kensington. You will also need a Return Goods Authorization Number (RGA#) from our Customer Service Department. Once we inspect the items, we'll determine your final credit. Please remember that to keep our prices low, we must subject all returns to a minimum 20% handling, inspection and repackaging charge for new products returned in good condition. No returns after 30 days of shipment date. We cannot accept return shipments sent C.O.D. We appreciate your cooperation. Credit will be issued as a Credit Memo toward future orders. Special production orders are final, subject to no returns or credit.

8. Kensington is not responsible for additional charges due to

- a. Customer giving wrong shipping information, etc.
- b. Customer ordering the wrong item
- c. Anything beyond Kensington's control

9. Satisfaction Guaranteed

Quality is #1. All Kensington productions are UL or ETL Listed and meet or exceed national energy codes.

10. Warranty

- a. All fixtures -- 2-5 years (depending on fixture) from date of order
- b. All ballasts -- covered by manufacturers' warranty