

# LUX LAMP SHADES POLICIES

## **STOCK SHADES: ORDER PROCESSING/SHIPPING**

- Orders ship out within 48 hours unless an item is back ordered.
- Each order/shipment is billed separately.
- All freight is shipped F.O.B. Charlotte, North Carolina via Fed Ex or R&L freightlines for large orders. Tracking numbers will be listed on the invoice/receipt.
- We do not ship C.O.D.
- We will drop-ship to your client for no extra charge.
- Shipping charges include packaging, handling, and insurance.
- All shades are individually wrapped in clear Mylar before shipment.

## **CUSTOM SHADES ORDER PROCESSING/SHIPPING**

- No order will be processed without written confirmation. All orders are to be submitted on the Lux Custom Order Form.
- A credit card number is required before custom orders are processed.
- All orders will be shipped via FEDEX.
- Once an order is in production, cancellations will not be permitted.
- Changes to orders already in production will increase the lead time.

## **CUSTOM ORDERS RETURNS/EXCHANGES**

- If a customer is not satisfied with his/her completed order and the order DOES NOT adhere to the signed Lux Custom Lampshades Order Form, Lux is fully responsible for reprocessing the order at no additional charge.
- However, if a customer is not satisfied with his/her completed order, but the order DOES adhere to the signed Lux Custom Order Form, the customer assumes all financial responsibility.

## **PAIN FREE RETURNS/EXCHANGES**

We want you to be happy and tell your friends about us. If you are not satisfied with your purchase we will take it back. Please follow the simple steps outlined below.

- Complete the return slip form and fax to 704-376-6213 or scan and email to [info@luxlampshades.com](mailto:info@luxlampshades.com).
- We will email you a prepaid shipping label from FedEx that you can print out and attach to the box.
- Include the return slip in the original package with the return item(s)
- Call 1-800-GoFEDEX to schedule a pick up or drop off at any FedEx/Kinkos

Return shipping is free if you are exchanging it for Lux credit or another lampshade. Unless it is damaged or being returned for quality issues then you will be charged for return freight. If you do not want to replace and prefer a refund in your original form of payment, return shipping costs will be deducted. We can only credit you once items are received back in our warehouse.

Stock Collection items may be returned or exchanged for any reason within 21 days for a full refund, provided the item is returned properly and not damaged. After 21 days, there are no refunds. We cannot refund or take back any custom orders.

## **DAMAGED GOODS**

- We stand behind our products and want you to be a repeat customer. If defective items are due to poor craftsmanship we will replace immediately, free of charge.
- If your order is damaged in transit, please do NOT refuse the delivery. Our shades are packaged very well and can survive a surprising amount of carton damage. Upon inspection, if the goods are damaged please follow the simple steps outlined above and write DAMAGED on the return slip. Please email us with a picture of the damaged shade/box so we can track the return, file the proper claim paperwork, send you a replacement right away, and keep you as a valued customer.
- Please keep any packaging in case a claim has to be filed.
- Slight imperfections may occur and are not to be construed as damages.
- Although finishes and dye lots may vary slightly, inconsistencies are rarely a problem.

## **BACKORDERS**

Unless otherwise notified, we will ship all back-orders when goods become available. Partial shipments will be invoiced separately.

## **TERMS AND CONDITIONS**

Only Qualified and Approved Wholesale accounts will have NET 30 terms. All other orders will be charged when items are shipped. If paying by check then payment is due in advance of any shipment.