

# Limited Warranty

Visionaire Lighting, LLC (hereinafter referenced as "Visionaire") warrants products against defects in materials and workmanship for a period of two (2) years from date of shipment. Any component manufactured by Visionaire Lighting proven to be defective within two (2) years from date of shipment, and provided that the conditions of installation and operation have been proper, will be re-paid or replaced (at Visionaire's option). In addition, Visionaire will, with prior written approval, pay reasonable labor costs involved in replacing defective components that are manufactured by Visionaire and that fail within two (2) years of the original ship date.

This warranty does not include lamps, ballasts, capacitors, igniters, photocells or other related equipment not manufactured by Visionaire.

**Ballasts:** Ballasts, capacitors and igniters are warranted from the manufacturer for a period of two (2) years from date of shipment. Replacements will be handled by a local ballast-authorized distributor, or by Visionaire acting as their agents. No charges of rental equipment or time will be covered, unless agreed upon in writing before said work is completed.

**Lamps:** Lamps (components that are not manufactured by Visionaire) are specifically excluded from the Visionaire warranty. No claims for replacement of defective lamps or labor associated with such replacement will be covered. Visionaire will assist in any way possible, through the appropriate Original Manufacturer (hereinafter referenced as "OEM"), to facilitate replacements.

**LED:** All LED light sources, including VisionBars™ are warranted for a period of five (5) years. If 25% of the individual LED diodes (light sources) in the LED VisionBar™ should fail within a five (5) year period, Visionaire will provide the purchaser with a replacement LED VisionBar™. Labor and other installation costs for replacement of LED VisionBars™ are not included in this limited warranty and are the responsibility of the purchaser.

**LED Drivers:** LED drivers are warranted by the OEM for a period of five (5) years. Visionaire provides no warranty on LED Drivers. Visionaire makes no representation of any warranty by the OEM.

**Induction Systems:** All Induction Systems are warranted by the OEM of the Induction System, and subject to their terms. Induction Systems are not warranted by Visionaire. Visionaire makes no representation of any warranty by the OEM.

#### Solar Components:

1. Solar Flex Wrap - Solar wrap carries a limited warranty for a period of twenty (20) years by the solar wrap OEM. Please reference the OEM's terms for limitations. Visionaire provides no warranty on solar wraps. Visionaire makes no representation of any warranty by the OEM.
2. Solar Panels - Solar panels are not warranted by Visionaire Lighting. Visionaire makes no representation of any warranty by the OEM.
3. Solar Batteries - Solar batteries are warranted for a period of two (2) years from shipment by the solar battery OEM. Visionaire provides no warranty on batteries. Visionaire makes no representation of any warranty by the OEM.
4. Photocells, Solar Controls, Time Clocks and Internal Electrical Components - Photocells, solar controls, time clocks and internal electrical components within any Solar Assembly are warranted only by that part's respective OEM. Visionaire provides no warranty on these components. Visionaire makes no representation of any warranty by the OEM.

**Finishes:** All Visionaire products are powder coated and guaranteed for a two (2) year period. Poles must be inspected regularly and wiped clean to insure a non-abrasive surface. Visionaire's poles, brackets and fixtures are warranted against peeling, cracking, fading or chalking. The warranty is at sellers' discretion as to how and where to fix the any problems that may occur. Seller will not cover costs of transportation, installation and removal of defective or damaged poles.

Visionaire will not honor any claim without prior written approval.

No other Guarantees or Warranties, expressed or implied, exist beyond those included above.

# Terms & Conditions

• **Terms:** Payment terms are Net 30 days from Invoice. Interest of 2%/ month + Attorney's Fees and Costs will be levied on all past due accounts. Invoices are dated when they are mailed from Visionaire Lighting. Minimum Order is \$200.00, except for replacement parts. ALL ORDERS MUST INCLUDE A WRITTEN PURCHASE ORDER. Attorneys fees, and costs will be levied if consult is retained to collect past due amounts.

**Purchaser agrees that the venue for any legal action arising from this transaction including but not limited to the collection of past due amounts, freight and/or damage claims or product liability issues is Los Angeles, California.**

• **Prices:** Written quotations are valid for a period of 30 days, unless specified otherwise in writing. Prices are subject to change without notice.

• **Shipping, Handling, Transportation, and Delivery:** All prices are FOB shipping point; freight allowance begins with orders over and above \$3000.00 per shipment, per destination in the continental United States. Any order that will not qualify for pre-paid factory freight will be charged in the following manor:

1. Fixtures and Poles will be shipped and charged the Freight Company's cost to Visionaire, plus an additional 15% fee for handling.
2. If anchor bolts are requested to be pre-shipped, freight will be charged and anchor bolts will be invoiced after shipment. Anchor bolt freight will be charged at cost of freight plus a 15% fee for handling.
3. Flatbed or special trucks requested from buyer will result additional shipping and handling charges.
4. Air Freight shipments requested by buyer will be invoiced at Visionaire's cost of freight. Seller will use its own discretion in routing all shipments, upon which it assumes transportation charges. Seller may make partial shipments at its discretion; however, each such shipment will be subsequently invoiced on terms applicable to the complete order. Seller will not assume, allow or pay any fees for cartage. While every effort is made to ship as scheduled, any delay or failure due to strikes, lockouts, fires, breakdowns, supplier delays, lack of shipping space, lack of customer approval, correction or clarification of order, governmental acts or regulations, acts of God and any other circumstances beyond the control of Visionaire Lighting shall not be breach of contract.

Any goods damaged or lost in transit must be noted so on the delivering carrier's freight bill. Rates are determined in proportion to the damage liability; therefore, the carrier, and not the shipper, should be charged with all loss or damage. Visionaire will do everything to assist the buyer, except file the claim. Replacement goods must be ordered and paid for by the consignee. Shipments must be unloaded promptly as we will pay no storage, or re-delivery fee.

Buyer must examine the merchandise upon delivery, and must report all apparent errors or defects to Seller within ten (10) days of delivery; otherwise, it shall be conclusively presumed between buyer and seller that the merchandise has been delivered as specified in this contract.

All pre-shipments of Anchor Bolts will be invoiced at the time of shipment. All pre-shipments of Anchor Bolts will be charged freight cost, plus 15% handling fee, per Visionaire's standard terms.

• **Cancellations, Returns or Suspension of Orders:** Returns as a result of Buyer error will be charged for freight, both ways and a minimum service charge of 35% of the product value. This will be deducted from all returned goods to cover the costs of handling, unpacking, inspecting, and break down of all component parts and re-stocking. Postponement of deliveries at the Buyer's request, if for a period of more than 30 days will not be made without the seller's approval in writing.

All suspensions are liable to handling and storage fees. Seller will not accept the return of any goods without seller's prior written consent, and buyer must request an RA within 30 days of seller's invoice. Returns will not be accepted after this time. In the event of a replacement order, we will first charge for replacement items, and then credit upon return of the defective or incorrect items. 60 day terms will be set on these items, and if the returnable items are not received by the 60 day mark, the invoice will become due and payable.

Terms are Net 30 days from Invoice. Interest of 2% per month + Attorney's Fees and Costs will be levied on all past due accounts. Purchaser agrees that the venue for any legal action arising from this transaction including but not limited to the collection of past due amounts, freight and/or damage claims or product liability issues is Los Angeles, California. Poles and Custom products are non-returnable.

• **Product Changes:** Visionaire Lighting reserves the right to make modifications or changes to any of its products without prior notice and without incurring obligation.

• **Taxes:** All prices, quotations, orders and agreements are subject to local and federal taxes. These taxes will be added to the invoice unless legal proof of exemption is provided.

• **Cost of Collection:** If buyer defaults with respect to any payment described here and above, it shall pay Seller for all costs and expenses, including legal expenses and attorneys fees, incurred by seller in exercising any of its rights or remedies.

• **CAUTION:** If any additional stress such as flags, banners, streamers, ropes, or any other such items are added to poles, Visionaire Lighting's normal product guarantee is null and void. Additionally, adding such items to any pole may create severely hazardous conditions. Poles are calculated to withstand steady wind velocities of between 70 and 100 mph wind zones with a 1.3 gust factor depending on height, wall thickness, and width/ diameter. For an exact rating on a specific order, contact Visionaire directly.

This warranty excludes fatigue failure caused by induced vibration. Poles must be maintained and inspected on a regular basis. Repair of scratches, scrapes, bumps, etc. must be conducted to ensure a safe and attractive product.