

## STICKBULB SALES POLICY

STICKBULB LLC values your business and looks forward to your enjoyment of the designs you have purchased from us. In order to insure your secure receipt of ordered items, we assign "Signature Required" to all shipments. If you choose to waive the signature required, you will assume the liability of providing a secure place of delivery and receipt from our shipping company. Stickbulb LLC is not responsible for lost or stolen merchandise delivered without 'signature required'.

**NON REFUNDABLE** All Stickbulb LLC orders are non-refundable.

**PRICES** All prices are quoted in US dollars and are subject to change without notice. All orders require a 50% deposit to initiate production and balance is due prior to shipment release.

**QUOTES** All quotes issued are valid for 30 days

**LEAD TIMES** Lead times are estimates and production of an order begins only with the receipt of a 50% deposit. Orders will ship when the invoice is paid in full. Lead times are as advertised on the Stickbulb LLC pricelist and custom order lead times may require 16-20 weeks.

**RUSH ORDER** Orders may be rushed for a 20% fee and are approved on a case by case basis. All rush orders must be paid in full at time of order placement. No cancellations can be accepted on rush orders.

**CUSTOM ORDER POLICY** Custom orders are defined as any product not normally produced by Stickbulb LLC. Custom orders with lengthy delivery times require a non-refundable 50% deposit. Cancellation of a custom order must be done within 2 days of confirmation of the order as no cancellations can be accepted following this 2 day period. Custom order items may require the completion of a written sales agreement. Stickbulb LLC reserves the right to cancel any order after it has been placed.

**PAYMENT TERMS:** We accept payment by credit card, check or wire transfer. For orders exceeding USD \$15,000, we accept payment by check or wire transfer only.

## CARE AND MAINTENANCE

All products should be cared for with instructions applicable to that product. Failure to do so may void product warranty.

RETURNS Stickbulb LLC does not offer refunds. Returns will be accepted within 14 days for company credit or exchange only if accompanied by original receipt and in original condition and in original packaging. Returns must be pre-authorized by calling (347) 460 2852 and items must be in original unused condition. Please be certain to return your purchase in intact, original exterior box, well packed, insured for the full amount and sent at the customer's expense to 29-10 Thomson Avenue, NY Designs C760, Suite 18, Long Island City, NY 11101

RESTOCKING FEE A restocking fee of 25% will be applied for all returned items. Refunds are not issued except in the case of defective merchandise we are unable to replace.

CREDITS are good for a period of one year following date of issue. Thereafter, unused credit is forfeited. Actual cost of shipping item to customer will not be credited or refunded.

DAMAGED GOODS All designs are carefully tested, inspected and packaged prior to shipment. Please inspect your items immediately upon delivery as claims received after 7 days following delivery cannot be accepted.

CLAIMS for defective or damaged items must be filed within 7 days of delivery. Customer shall notify Stickbulb LLC of any defect in the product or damage sustained during shipment within 7 days of receipt and shall retain all packaging. Customer shall take photographs of each side of the carton in which the products were shipped, including the shipping label, and provide such evidence of damages. If notice is not given within this 7 day timeframe, Stickbulb LLC reserves the right to reject any return of the products. If damage has occurred in shipping all packaging must be retained by receiver. Failure to do so may invalidate any claim. There are no returns accepted on sale, clearance or discontinued products or custom orders. These items are considered final sale and customer is responsible for all shipping charges incurred.

ORDER CANCELLATIONS Cancellations must be made within 7 days of confirmation of order. Cancellations of a custom order must be made within 2 days of confirmation of order. No cancellations will be accepted on rush orders. No cancellations can be accepted after the above grace periods.

WARRANTY Stickbulb LLC warrants that Stickbulb LLC designs shall be free from defects in workmanship or materials under normal use and service for one year after date of purchase. This warranty excludes drivers, which are covered by their manufacturers' own warranties, and Stickbulb LLC makes no warranty with respect to, or accepts any responsibility related to, those components. Stickbulb LLC will warrant products purchased only by the original purchaser from an authorized reseller or distributor. Stickbulb LLC reserves the right, to inspect the damaged product before having any obligation under this limited warranty. All costs of shipping for inspection shall be borne solely by the purchaser. All claims must be made by purchaser within 7 days of occurrence date. Stickbulb LLC, at its discretion, shall repair or replace the defective unit covered by this warranty. In order to keep this limited warranty in effect, the product must have been handled and used as prescribed. This limited warranty does not cover any damage due to improper installation, accident, misuse, abuse or negligence.

COPYRIGHT WARNING The images, designs, products and trademarks shown on stickbulb.com and those that belong to Stickbulb LLC are original to, and valuable assets of Stickbulb LLC. We protect and defend our copyrighted and trademarked works, including, but not limited to, drawings, blueprints, photographs, text, website, marketing materials, packaging, products and designs. Unauthorized use of our copyrighted and trademarked materials is strictly prohibited.