

# Parker Reed

## Lighting & Manufacturing

### Parker Reed Lighting & Manufacturing Terms and Conditions

#### Policy

- Ground Freight allowed on lighting orders \$3,000 or above shipping within the continental U.S. to a commercial/non-limited access location
  - Additional charges apply for residential, limited access locations, and ones requiring a liftgate
- Ground Freight allowed on pole orders \$3,000 or above shipping within the continental U.S.
  - Advance shipment of anchor bolts is not included in freight allowed, customer will be notified of shipping options prior to shipment and is responsible for subsequent charges
- Ground Freight allowed on lighting orders \$4,000 or above shipping to Canada
  - Parker Reed Lighting & Manufacturing will act as broker for Canadian customers
  - Additional charges apply for residential, limited access deliveries, and ones requiring a liftgate
- Lighting and pole orders cannot be combined to meet freight allowed threshold
  - Value per shipment applies when requests to split order into multiple shipments are made
- Customer must provide a Purchase Order if interested in initiating order
- Please email all purchase orders to [sales@parkerreedlighting.com](mailto:sales@parkerreedlighting.com)
- Parker Reed Lighting & Manufacturing will acknowledge receipt of PO within 1 business day of receipt, and may reject any purchase order with due cause
- Purchase Orders may be cancelled by customer at no cost if cancellation is received within 5 business days of PO acceptance and order has not shipped, pending approval from Parker Reed Lighting & Manufacturing. After this date, a cancellation fee of 30% is imposed
- Parker Reed Lighting & Manufacturing offers net30 trade credit for qualified buyers upon filling out a credit application.
- All orders above \$50,000 require a 30% deposit upon issuance of PO
- Parker Reed Lighting & Manufacturing accepts VISA, Mastercard, Discover, & American Express as a payment option in lieu of setting up a trade account

## Restocking Fee

- Lighting items returned are subject to Parker Reed Lighting & Manufacturing's Lighting Restocking Policy:
  - Returned within 60 days of invoice date – 15% restocking fee
  - Returned after 60 days of invoice date – no refund
  - Customized orders are subject to management's discretion on a case by case basis and may change at any given time
- Poles and pole accessories are subject to Parker Reed Lighting & Manufacturing's Pole Restocking Policy
  - For all Straight Steel and Straight Aluminum poles, there is no fee associated with the cancellation of an order before production has started, a 50% restocking fee will apply once production has begun, and a 100% restocking fee will apply once powder coat has been applied.
  - For all other Pole products, there is a 25% fee associated with the cancellation of an order before production has started, a 50% fee will apply once production has begun, and a 100% fee will apply once powder coat has been applied.

## Warranty Policy

- Contact Parker Reed Lighting & Manufacturing for a copy of warranty documents pertaining to the product purchased.
- For warranty returns, please email [sales@parkerreedlighting.com](mailto:sales@parkerreedlighting.com) to receive a RMA number. Please do not return any warranty items without an authorized RMA number.
- Contact Parker Reed Lighting & Manufacturing or the local sales representative to assist in the troubleshooting process
- Upon finding out what part is required, a replacement purchase order may be required reflecting the product and pricing.
- Upon shipment, an invoice will be issued to the original customer.
- A shipping return label and packing slip will be provided to facilitate the process if applicable.
- Defective lighting products must be received within 30 days of shipment.
- For Cash Customers: Upon receipt, inspection, testing, and evaluation will be performed to find the cause for the defect and Parker Reed Lighting & Manufacturing will notify customer of the result
  - Defective item under warranty – credit issued to customer
  - Damaged from misuse, improper installation/wiring – no credit
  - Working under designed specifications – standard return policy applies, or product(s) returned to customer.
- For Term Accounts: A replacement will be sent ASAP once the RMA has been authorized, and the defective unit needs to be returned within 10 business days. If not returned within 10 business days, then the replacement will be charged to the Term Account Customer at full price, at the discretion of Parker Reed Lighting & Manufacturing. A label for the return will be provided. If, upon inspection, it is determined that the warranted item has failed due to miss-use, improper installation, or was damaged by the customer, then the customer will be charged for the replacement for the full dollar amount, and the customer will be responsible for all shipping charges.
- Parker Reed Lighting & Manufacturing is not responsible for the charges involved in replacing defective item, such as labor, lifts, equipment rentals etc.
  - High failure rates are evaluated on a case by case basis and are up to the discretion of Parker Reed Lighting & Manufacturing Management

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All information provided is subject to change without notice. Please verify all details with Parker Reed Lighting & Manufacturing and the point of sale merchant prior to submitting any documentation or shipping products.

Effective Date: May 28, 2022