

Revelite Terms and Conditions

These terms and conditions apply only to Revelite products. For other Cerno products, please see our Cerno Standard Product Terms and Conditions or our Cerno Volume and Custom Terms and Conditions.

Pricing: All orders are subject to price in effect at time order is placed. All prices do not include shipping, taxes or installation. Prices are subject to change without notice. All prices are in U.S. dollars

Availability: Cerno does not guarantee the availability of any item and reserves the right to discontinue or change the technical specifications of its products at any time without notice.

Expedited Orders: Cerno works to ship all orders in a timely manner. However, Cerno reserves the right to charge an expediting fee of 10% of the net price when unusually short lead times are requested. Cerno will notify Buyer before such fees are applied. Not all orders can be expedited and requests to expedite are evaluated on a case by case basis.

Minimum Order: There is no minimum order amount for standard products. Custom orders are evaluated on a case by case basis.

Lead Times: Lead times stated on quotes are based on the date of inquiry and are subject to change. Lead times begin at the time of receipt of payment for orders requiring prepayment, or at the time of receipt of Purchase Order for orders not requiring prepayment.

Large Orders: Cerno welcomes the opportunity to quote large quantity projects. A 50% deposit is required for orders of Revelite products over \$5000.

To Place An Order: All orders must be received at our Factory in writing. Orders may be emailed to sales@revelite.com, or mailed to: 1751 McGaw Irvine, CA 92614. Verbal orders cannot be processed.

Shipping: All shipments will be made via carrier of our choice, unless instructed in writing to use a specific carrier. All shipments are FOB Factory, Irvine, CA. Various carriers have Special Service charges that they provide, these will be added when they occur and will be available for review upon request. We will exert every effort to ship orders complete and on time. In an order can be shipped partial, please indicate that on the purchase order.

Cancelations: Revelite fixtures are custom built to your specifications. Because of this, a 50% cancellation fee will apply for orders that are canceled once they have been placed into production. Orders of over \$5000 cannot be canceled. Cancellation notices must be made in writing.

Payment Terms: All first time orders are prepaid. After first order, customers may apply for Net 30 terms through Cerno's credit application process. Please note that credit approval process takes time.

Credit Card Payments: For orders above \$2000 there is a 3% transaction fee on payments made with a credit card. We accept Visa, MasterCard, Discover, and American Express.

Returns: There is a 50% restocking fee on returns. Orders of over \$5,000 and modified versions of Revelite items cannot be returned. The specific nature of the problem must be identified for any item returned as defective. Returned goods require an RMA (Returned Merchandise Authorization) number. Please call 949-715-1534 or email customerservice@cernogroup.com, for a number and be sure it is clearly marked on the outside of the carton. Product must be returned in salable condition within thirty (30) days for credit to be issued.

Damaged Goods: If an item is received that was damaged during shipment, a replacement will be sent only if the damage is reported within 72 hours, the original packaging is kept for inspection by the carrier, and photos are provided of the damage. Please call 949-715-1534 or email customerservice@cernogroup.com to report any damage and Cerno will provide further instruction.

Warranty: Cerno warrants its Revelite products to be free of defects in workmanship for a period of three (3) years from date of purchase. Should a problem arise in a product during this period, the product will be repaired or replaced at our option. All costs to remove and/or reinstall at jobsite are the responsibility of the purchaser, as are all shipping charges. Cerno is not responsible for damages caused by improper installation, maintenance or operation. Any

damages obtained by repairing a Revelite fixture with products not approved by Cerno will result in the warranty being voided. Our warranty extends to the original purchaser only.

Care and Maintenance: All products should be cared for with instructions applicable to that product, failure to do so may void product warranty.

Repair Service: Cerno offers an in-house repair service for the life of the product. Should a Cerno product be damaged for any reason, during or after the warranty period, it can be returned to the Cerno factory for repair. We will evaluate the damage and provide a quote to return the product to working condition. The customer is responsible for all shipping charges to and from the Cerno factory.