



EiKO FAQs

Account Set-Up

How do I set up an account to order EiKO products?

Contact your local EiKO agent, EiKO regional sales manager, or assigned EiKO regional account specialist. Contact map can be found at eiko.com under resources.

Who is the EiKO Agent in my area?

A detailed list of contacts including local agents, regional sales managers and regional account specialists can be found at eiko.com under Resources.

How do I register my account on EiKO.com?

To set up online access visit eiko.com; click in the upper right-hand corner (LOGIN) and select "Register Here." You will need your account number and contact info to complete registration. You may also contact your local EiKO agent, EiKO regional sales manager, or assigned EiKO regional account specialist for assistance. Contact map can be found at eiko.com under resources.

Pricing

Where do I find pricing and availability on products?

Pricing and availability for our distributor partners is conveniently located at EiKO.com. Simply go to eiko.com; LOGIN (upper right corner), then click on the product detail page. You can also contact your local EiKO agent, EiKO regional sales manager, or assigned EiKO regional account specialist. Contact map can be found at eiko.com under resources.

Where can I find the latest EiKO Promos?

All Promos are located at eiko.com; click on products in the navigation bar. You can also contact your local EiKO agent, EiKO regional sales manager, or assigned EiKO regional account specialist. Contact map can be found at eiko.com under resources.



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Samples & Quotes

I want to buy EiKO products, where can I find them?

EiKO only sells through distribution, not direct to end-users. You can also contact your local EiKO agent, EiKO regional sales manager, or assigned EiKO regional account specialist. Contact map can be found at eiko.com under Resources.

How do I request a quote for a job bid?

Contact your local EiKO agent, assigned EiKO regional sales manager, or EiKO regional account specialist. Contact map can be found at eiko.com under Resources.

How can I receive a sample of an EiKO product?

Samples can be requested by contacting your local EiKO agent, EiKO regional sales manager, or EiKO regional account specialist. Contact map can be found at eiko.com under Resources.

Where can I find tracking for my sample shipment?

Please contact the person who approved your request for the sample. EiKO agent, EiKO regional sales manager, or EiKO regional account specialist contact info can be found at eiko.com under Resources.

Orders

Where do I submit an order?

New purchase orders should be sent to

United States Customers: us.orders@eiko.com

Canada Customers: ca.orders@eiko.com



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Why do I have to order an EiKO product as a case quantity? Will you break case quantity for my order?

Case quantity shipments are to ensure products will not be damaged during shipment. You can visit eiko.com and click on the product detail page for details on case qty or contact your local EiKO agent, EiKO regional sales manager, or assigned EiKO regional account specialist. Contact map can be found at eiko.com under Resources.

I have an Add-On to my existing PO, when will it ship?

If submitted the same day as original order prior to noon, EiKO will ship with original PO if the order is not completely processed and shipped off already. Requests for Add-Ons received later will ship separately with additional freight costs for the second shipment.

When will my order ship?

If the order is received before 12pm, we will ship the same day. Orders received after 12pm will ship out the following day.

How can I track the progress of an order/request?

Go to eiko.com to find the status on open and shipped orders. You will need to login, then go to "My Account" page then Order History. You can also contact your local EiKO agent or assigned EiKO regional account specialist. Contact map can be found at eiko.com under Resources. We are also here to assist via this general email box: United States Customers: us.orders@eiko.com and Canada Customers: ca.orders@eiko.com

Where can I find info on my Backorder or PO status?

Go to eiko.com to find the status on open and shipped orders. You will need to login, then go to "My Account" page then Order History. You can also contact your local EiKO agent or assigned EiKO regional account specialist. Contact map can be found at eiko.com under Resources. We are also here to assist via this general email box: United States Customers: us.orders@eiko.com and Canada Customers: ca.orders@eiko.com



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Can I get an ETA for backordered items? Is the Backorder date in the system accurate?

Backorder dates in the system are updated frequently based on most recent shipping information available. You will need to login, then go to the product detail page to find information on when product will arrive at the warehouse. You can also contact your local EiKO agent or assigned EiKO regional account specialist. Contact map can be found at eiko.com under Resources. We are also here to assist via this general email box: United States Customers: us.orders@eiko.com and Canada Customers: ca.orders@eiko.com

Where can I find info on my estimated shipping dates or tracking?

Go to eiko.com to find the status on open and shipped orders. You will need to login, then go to "My Account" page then Order History. Once logged in you can also find information on product availability by going to the product detail page. You can also contact your local EiKO agent or assigned EiKO regional account specialist. Contact map can be found at eiko.com under Resources. We are also here to assist via this general email box: United States Customers: us.orders@eiko.com and Canada Customers: ca.orders@eiko.com

Can I rush a shipment?

Rush orders must be sent to United States Customers: us.orders@eiko.com and Canada Customers: ca.orders@eiko.com before 1PM in order to ship the same day. Shipping on your freight collect account is advised for rush/overnight orders; otherwise, you will be charged our freight rates for the rush orders.

How can I request a freight estimate for a drop-shipped order?

Please contact your assigned EiKO regional account specialist. Contact map can be found at eiko.com under Resources. We are also here to assist via this general email box: United States Customers: us.orders@eiko.com and Canada Customers: ca.orders@eiko.com

Where can I pick up my will call order?

Will call orders can be picked up at your local distribution center during regular business hours. Will-call pick-up hours are 8:00 am to 3:00pm Monday thru Friday.



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Returns

What if I need to cancel an order?

Approval for cancelling a PO must be submitted through your EiKO Regional Sales Manager. Approved cancellations are subject to a 20% restocking fee, and product must be returned in the original packaging and in resalable condition, freight prepaid.

My Ship To address has changed, can EiKO re-route my shipment?

Any adjustments/changes to a shipment must be reported to EiKO Customer Relations as soon as possible. Eiko Shipping will try to accommodate any changes, but we can't guarantee the change if product has already shipped.

How do I get a copy of my receipt for a credit/RGA/invoice/order confirmation?

Please contact your EiKO regional account specialist. Contact map can be found at eiko.com under Resources.

How do I return an item?

Send an email to your assigned EiKO regional account specialist with the reason for return in detail, PO number, item number, quantity ordered, and if replacements are needed. Working with your assigned EiKO regional account specialist will ensure a prompt response.

Where do I submit a return?

RGA/Credit requests should be sent to your assigned EiKO regional account specialist. Working with your assigned EiKO regional account specialist will ensure a prompt response.



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Where do I ship back my return?

All approved returns/return authorizations are to be shipped to the address shown on the return authorization when issued.

Please ensure that your return has been authorized by our team, and that you have received a Return Authorization with instructions on how to return your product. Include the Return Authorization form with your return, and indicate your RA# your shipping labels for quicker processing. Returns sent to any other EiKO address may result in lost packages and/or a delay in processing.

What is the response time for RGAs/Credits?

Please allow 1-2 business days for processing after submitting your return request per the above process.

How do I make a warranty/defective claim?

Send your assigned EiKO regional account specialist an email with the reason for the return in detail, PO number, item number/order code, quantity ordered, and if replacements are needed.

Product Questions

How do I find an EiKO replacement for a discontinued product?

Visit eiko.com; search for your product using the search bar. If you are unable to find your product, you may have to click on the legacy product category. Once you find your product, go to the product page; the replacement will be provided on the left-hand side. If you are still having trouble, please contact your local EiKO agent, EiKO regional sales manager, or assigned EiKO regional account specialist. Contact map can be found at eiko.com under Resources.

How can I find out the Country of Origin for EiKO products?

Email your assigned EiKO regional account specialist. Contact map can be found at eiko.com under Resources.



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How do I find product cross information for EiKO products or equivalents to competitor products?

Email your assigned EiKO regional account specialist. Contact map can be found at eiko.com under Resources.

Where can I find spec sheets for an EiKO Product?

EiKO spec sheets are available on EiKO's website. Visit www.eiko.com, then navigate to the product detail page. If you are unable to find a spec sheet, please contact your assigned EiKO regional account specialist. Contact map can be found at eiko.com under Resources.

I need clarification on Installation Instructions for my product.

Please contact your local EiKO agent or assigned regional account specialist. Contact map can be found at eiko.com under Resources. All instruction sheets can also be downloaded from the detailed product page found at www.eiko.com.

Will this lamp or fixture work for my application?

Please contact your local EiKO agent or assigned regional account specialist. Contact map can be found at eiko.com under Resources.

How do I know if a ballast or emergency backup is compatible with my lamps/fixture?

Typically, compatible ballast information will be linked to each individual product under the documents section of the product page. If additional information is needed, please contact your local EiKO agent or assigned regional account specialist. Contact map can be found at eiko.com under Resources.

How do I find out if an item is Energy Star rated?

Energy Star listed items are noted on the EiKO website as well as product spec sheets. To verify, you may also visit <https://www.energystar.gov/productfinder/>. Simply select product category (Light Bulbs/Light Fixtures) and search by item number (you must search the full part number, NOT the 5-digit order code) to find the official listing.



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How do I find out if an item is DLC listed?

DLC Standard and Premium certification is listed on the EiKO website as well as product spec sheets. To verify, you may also visit <https://www.designlights.org/search/>. Simply type in the item number (you must search the full part number, NOT the 5-digit order code) to find the official listing. You can also determine items that qualify with the help of our Rebate Finder Tool located at eiko.com under Tools.

How can I find the DLC Product ID of a listed item?

Beginning March 2023, all DLC ID's are listed on the product spec sheet. You can also use the DLC QPL for full listing information. Visit <https://www.designlights.org/search/>, enter the item number, and the Product ID will be displayed with the individual item listing.

How can I find out if an item meets California Title 20/24 (JA8) Standards?

The EiKO website and product spec sheets will indicate Title 20 or Title 24. You may also visit the California Energy Commission's QPL here <https://cacertappliances.energy.ca.gov/Pages/ApplianceSearch.aspx> and search by item number or company/brand to view EiKO qualified products.

Where can I find warranty information on my EiKO product?

Warranty information is available at eiko.com; click on Resources, then warranty. General warranty length can also be found on the product spec sheet.

Where can I find Dimmer Compatibility information?

A full list of lamps and compatible dimmers is available for download on the resources tab of EiKO.com and can also be downloaded from the product detailed page under downloads.