

# EIKO GLOBAL, LLC (USA)

## SHIPPING TERMS, CONDITIONS, & PROCEDURES

**Effective:** August 1, 2023. Supersedes all previously published copies and sales supplements.

**Ordering:** All orders should be emailed to [us.orders@eiko.com](mailto:us.orders@eiko.com). All orders received are subject to review and approval by our credit department. Orders received from distributors with delinquent accounts may be subject to shipping delays.

**Distributor Status:** Distributors must purchase a minimum of \$5,000 annually to maintain distributor status.

**Prices:** Prices are subject to change without notice and do not include applicable taxes. Any applicable taxes will be added at the time of invoice.

**Small Order Charge:** A \$25 small order charge will apply to orders under \$250 (before taxes).

**Payment Terms:** Net 30 days, from date of shipment as it appears on the invoice.

EiKO Global, LLC  
8596 Solutions Center  
Chicago, IL 60677-8005

### Return Authorizations:

1. Contact your Agent or Regional Sales Manager to obtain Return Authorization. Click here to complete [RGA Form](#) for expedited service. The form can be returned to your Agent/Regional Sales Manager/Regional Account Specialist which can be found on [eiko.com](http://eiko.com).
2. Return authorization will only be provided if the customer has a valid invoice number and or PO from the original purchase order.
3. Goods must be active items and less than one year old to be eligible for return. Clearance and discontinued items are not eligible for return.
4. A restocking charge of 20% will be charged on all authorized and acceptable goods.
5. All returns must be shipped prepaid, at the customer's expense, with a copy of the invoice and return authorization included.
6. Goods returned not in original packaging and not in resaleable condition will not be accepted and will be returned to customers, at the expense of customers, and no credit will be issued.

**Shipment Discrepancies/Damages:** EiKO will credit or replace products found to arrive in damaged or broken condition on all pre-paid freight orders. All shipment discrepancies, damage, etc., must be reported within 10 days of the shipment date shown on the invoice. EiKO will not provide credit or replace products damaged or broken by the Distributors carrier. We encourage the Distributor to submit a claim directly to their carrier for compensation.

### Freight:

1. Pre-paid:
  - Lamp orders of \$1000 or more pre-paid (with the exception of 8' products)\*
  - Fixture orders of \$1500 or more pre-paid
  - Combination orders (Fixtures & Lamps) of \$1500 or more pre-paid
  - F.O.B. destination, within Continental USA.

\* Any 8-foot product must meet \$1500 or more
2. Alaska, Hawaii, and Puerto Rico – As per pre-paid levels noted above. Orders will be shipped F.O.B. to the Distributor's freight forwarder, within Continental USA.
3. An additional charge of \$45 will apply for residential delivery and tailgate requirement.

**General:** EiKO Global, LLC reserves the right to discontinue and substitute products/brands at any time and without notice.

**Note:** Fixtures sold with EiKO installed modifications are non-refundable.