

Terms, Conditions and Warranties

Ordering – Please contact our sales department for further information and ordering: sales@luxelightandhome.com

Pricing – Prices will be quoted on a per project basis, and are based on finish, quantity and delivery. Prices are F.O.B. Los Angeles, and do not include taxes, shipping or crating. Price quotes are valid for 30 days.

Lead Times – Many of Luxe's one-of-a-kind products are made to order with parts shipped from around the globe. Our lead times are quoted on a per project basis, but are typically 14-16 weeks from receipt of deposit, COM and approved shop drawings. Expedited shipping is available for fast track projects.

Payment Terms – A 50% deposit is required to initiate an order. The remaining 50% plus all taxes, shipping and crating are due two weeks prior to the order shipping. Credit Card Processing is available for approved clients. Additional offset fees and account setup may be required for credit accounts.

Damaged Freight and Returns – Freight Claims are the responsibility of the purchaser and when receiving goods purchaser should follow the freight company's policies regarding documenting and reporting any damaged freight including hidden damage claims. If it becomes necessary to return fixtures, the original purchaser must provide proof of purchase when making a claim. Returns are to be shipped prepaid by purchaser. Photographs may be required in certain instances. Prior written authorization from Luxe is required to obtain a Return Claim prior to return.

Contract Warranty

Steel and Brass Frames – Five Years – If the metal frame fails structurally (i.e., broken frame or welds) under normal use or conditions, or if the finish peels or blisters within five years from the date of purchase, we will replace, repair or refinish the frame in the original color and style, if available, or in a similar style if color has been discontinued.

Components, Blown Glass Shades, Power Supplies, Wiring and Transformers – Two Years – If a component part, glass shade, wiring or transformer (fitter, nut, bolt, ballast etc.) fails due to manufacturing defect within two years from the date of purchase, we will at company option, repair or replace the part, in the original size color and style if available, or in a similar size color and style if the original has been discontinued.

Fabric Shades and Soft Goods – One Year – If the fabric or laminate on a shade or fixture fades, cracks or wrinkles excessively within one year of the date of purchase, we will repair or replace the fabric in the original color and pattern if available, or in a similar color and pattern if the original has been discontinued.

Exclusions – Failure caused by unreasonable or abusive use, fire, freight damage, acts of nature (such as, but not limited to freezing, rain or high winds), unapproved damp or marine environments or otherwise extreme climate conditions, cleaning solutions or other chemicals, normal fading, scratching, or chipping of the finish, fading, weathering or staining or discoloration of fixtures, accidental damage repair or modifications by consumer or contractor, glass breakage, normal wear and tear are excluded from the warranty. All warranties listed are limited. There may be a pro-rated charge for the time the product was in use.

Shipping Returns – If a fixture requires repair due to manufacturing defect, Luxe will pay for shipping of the damaged component or product at our discretion to the Luxe factory for repairs as necessary during the covered warranty period. If a fixture is excluded from warranty coverage for any reason then shipping costs will be covered by the purchaser. If the product is damaged in shipping or damaged by the end user or installer then shipping will be paid for by the purchaser. The purchaser or owner is responsible for disassembling the damaged component as necessary for shipping and packing the fixture or component for shipping in a suitable manner to protect the goods from any further damage.

In no event shall the company be responsible for consequential damages, including installation costs, nor shall the liability exceed the amount paid for the product. The foregoing shall constitute the sole and exclusive remedy for the customer. All other expressed or implied warranties are hereby excluded.

Please visit luxelightandhome.com for the most current and updated Terms, Conditions and Warranties information.