



Terms and Conditions

TERMS

Payment terms are 50% Deposit and 50% CBD from date of invoice.

Shipments are F.O.B. Los Angeles, CA.

ORDER STATUS

Please contact support@luxelightandhome.com or call 323-227-9207 for current status of your order.

TRADE PROGRAM

In the United States and Canada, please contact your local Kravet Showroom representative.

For sales outside their territories, please contact our home office at sales@luxelightandhome.com

Prices herein quoted are net wholesale. Prices are subject to change without notice. All shipping and special processing charges are additional. Prices DO NOT include GST.

PRODUCT CARE

METALS

Never use cleaners with alcohols or solvents. Only used fine cotton or extra soft cloths. We recommend that tarnished metals be professionally cleaned.

CAST BRONZE

Cast bronze pieces are treated with a patina that gives each piece its distinctive color. Although bronze is extremely hard and lasts for centuries, the patina is the most delicate element. Its long-term beauty depends upon proper placement and care. Clean by using a dry or slightly dampened cloth or a vacuum brush. If soiled, use a light soap with luke-warm water. Wipe clean with a damp cloth. Dry with a clean cloth to avoid water spots.

PATINA METAL

Clean with a very soft, dry cloth or breathe onto a soft cloth then rub gently in the direction of the

patina. Do not use abrasive cloths or cleaners as this may scratch or damage the finish.

PATINA BRONZE

Rubbing in the direction of the patina with a soft cloth will restore the luster to bronze pieces that have been coated with a wax seal (as wax will dull over time from the oils of people's skin).

POLISHED METAL/PLATED

Clean polished metal or polished stainless with a damp cloth. Do not use commercial or heavy duty polishes or waxes, as they may scratch or damage the finish.

PAINTED/POWDER COATED FINISHES

Clean with a very soft, dry cloth then rub gently. Do not use abrasive cloths or cleaners as this may scratch or damage the finish.

STONE

Stone can be classified into two categories: siliceous stones such as granite and slate are more durable and relatively easy to clean, while calcareous stones, such as marble, limestone and onyx, are more porous and sensitive to acidic cleaning products. Clean stone surfaces with a soft cloth and a few drops of stone soap or a light detergent combined with warm water. Too much cleaner or soap may leave a film or cause streaks. Rinse the surface thoroughly after cleaning and dry with a soft cloth.

GLASS AND CRYSTAL

Glass and crystal can be cleaned by wiping with a soft damp cloth or glass cleaner with no additives. Apply glass cleaner to a soft cloth rather than directly onto the fixture to avoid overspray that may damage other finishes. We recommend a foam spray or cleaner like Clean and Bright by Derosa that drip dries to clean crystal and delicate components.

LIGHTING SHADES

Care for the shade by dusting regularly with a soft cloth.

Clean small dirt marks on watercolor paper using a white art eraser with a gentle touch.

Heavy staining on our delicate silk and shade paper shades usually cannot be cleaned. Please contact LLH to purchase a replacement shade.

For fabric shades and acrylic shades ,care for the shades by dusting regularly with a soft cloth.

FREIGHT/RECEIVING RULES

SHIPPING / DELIVERY

As a service to our customers, LLH will arrange the shipping of orders via one of our preferred carriers. All charges will be included on the final balance due notice.

If the customer chooses to manage their own freight and delivery, LLH must be notified of the specific details of the movement. The fee to move the product from a manufacturer to a terminal for "customer's own" pick-up" will be added to the balance due. All product is moved through a Bill of Lading (BOL). The location of the pick-up by the client or the client's agent may trigger sales tax responsibility at that location.

Ownership of the product transfers to the customer (owner) upon the freight carrier taking possession of the order for transport. Therefore, responsibility for damage occurring in-transit is the owner's and all claims for freight damage must be made within 72 hours of receipt.

If customer selects their own freight carrier, freight claims must be filed directly with the selected carrier. LLH is not responsible for a customer's own or third party freight damage and claim.

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.

RECEIPT OF PRODUCT

LLH highly recommends using a qualified receiving warehouse to receive, inspect, consolidate deliveries and facilitate in-home installation. LLH will recommend a receiver for client if needed. All crated goods must go through a professional receiver such as a receiving warehouse. A receiving warehouse acts as an agent for the client and is responsible to note any damage and assist the owner with filing a freight claim when any damage is found. A qualified receiving person should be present to accept products when delivered directly to a home.

A signature on the BOL upon receipt of the products confirms that the products are received in good condition unless exception is made on the BOL. If the merchandise is refused upon delivery for quality or damage issues, the receiver should contact the showroom of purchase immediately.

Full inspection must occur within 48 hours of delivery and all freight claims filed within 72 hours.

INSPECTION OF PRODUCT

Inspect the cartons or crates carefully. Take photos of any damage to the packaging, This is necessary to resolve damage claims.

Inspect the shrink wrap and tape seal. If it is broken or if it is not intact or it is covered over, you should assume the package has been tampered with. Note this on the BOL.

Unpack the cartons or crates. Inspect all merchandise carefully. Cartons and crates should always be unpacked in your presence. NEVER discard original packaging until satisfied with the delivery.

If you are unable to inspect the merchandise at the time of receiving the shipment, note on the BOL that any concealed damage of boxed or crated products will be the responsibility of the carrier as determined upon inspection of the products. LLH

Must be notified within 48 hours of any concealed damage that is found. Keep a copy of the BOL. Save the packaging material and take pictures of the damage.

All claims should be reported to the customer service manager at the LLH showroom of purchase.

PRODUCT QUALITY AND IN-TRANSIT DAMAGE REPORTING

Products are inspected by the manufacturer prior to release to ensure that the order is in good condition, complete, and ready for shipment. The carrier is responsible for a complete inspection of the products at the point of origin. Any damage must be noted on the BOL. The signed BOL is confirmation by the carrier that they have accepted responsibility for delivering the products in the condition in which they were received. Inspection of the boxed or crated products are limited to the exterior of the packages. Exceptions must be noted and the packages opened at once if the condition of the cartons or crates appear compromised. Do not attempt a return without first having obtained a LLH written authorization. LLH will not accept returns without prior written authorization.

DEFECT/CLAIM RULES

PRODUCT QUALITY AND DAMAGE IN TRANSIT

Per ICC Regulations, ownership of the product transfers to the customer (owner) upon the freight carrier taking possession of the order for transport. Therefore, responsibility for damage occurring in transit is the owner's and all claims for freight damage must be made within 72 hours of receipt. Products are inspected by the manufacturer prior to release to ensure that the order is in good condition, complete and ready for shipment. The carrier is responsible for a complete inspection of product at the point of origin. Any damage must be noted on the BOL. The signed BOL is confirmation by the carrier that they have accepted responsibility for delivering the product in the condition in which it was received. Inspection of boxed or crated product is limited to the exterior of the package. Exceptions must be noted and package

opened at once if condition of the carton/crate appears compromised.

When a damage or quality discrepancy is found, photos should be taken of the product fault. Photos of the packaging may be as important as of the item itself in resolving a possible freight claim. All product quality issues will be handled promptly by LLH upon notice to showroom of purchase.

RETURN POLICY

No returns can be allowed on any custom product and no cancellations are allowed once the order is in production.

Any authorized returns for 1st quality merchandise or any refused shipments are subject to a 25% restocking fee and all freight charges.



General/FAQ

Pricing

Retail- Product prices listed are retail and are subject to change without notice. All shipping and special processing charges are additional

Trade Pricing- Prices herein quoted are net wholesale. Prices are subject to change without notice. All shipping and special processing charges are additional. Prices DO NOT include GST.

Ordering

The following specifications are required on all orders prior to production. 1. Model
2. Globe Style (if applicable) 3. Overall Height (if applicable) 4. Glass Color (if applicable)
5. Metal Finish (if applicable)

Americans with Disabilities Act (ADA)

Many of our wall sconces comply with the ADA requirements for public accessibility at any mounting height. Other wall sconces must be mounted at minimum mounting heights to comply.

Product Safety Assurance

All Luxe Light and Home products have been tested and found in compliance by Underwriters Laboratory (UL) or an equivalent nationally recognized testing laboratory.

Damp location

Fixtures are suitable for installation in interior locations protected from weather but subject to moderate degrees of moisture, such as bathrooms, or protected locations under canopies, marquees and roofed open porches.

Wet location

Fixtures are suitable for installation where the fixture is subject to saturation with water or other liquids, or where the fixture is mounted in an unprotected location and directly subjected to the weather.

Lamping

All fixtures are wired for standard USA nominal voltage. For voltages other than 110/120 or 277 volt, please contact LLH. Lamps are not included with orders except where noted. Maximum wattages and recommended lamp types have been provided.

LED (Light Emitting Diodes)

LED lamping provides energy savings, high efficiency, long-life and superb color temperature. LED fixtures include all lamp components.

Dimming

Many of our LED and fluorescent fixtures are available with a dimming option at an upcharge. For pricing, please contact LLH with the specification of the dimming control system being used.

SAMPLE REQUEST

Order our sample packet and experience our materials in the comfort of your home. At Luxe Light and Home we want to help you create the perfect ambiance for your home.

Browse our elegant selection of blown glass and metals and find the perfect customizable option.

You may also visit one of our showroom locations to see sample finishes and a catalog of our complete Luxe Light and Home brand. Please see website for showroom locations.

<http://www.luxelightandhome.com>