

## **Shipping Policy**

Shipping costs are calculated at the time of purchase and determined by product weight and quantity. The minimum shipping fee for each box is \$10.00. Your items will be boxed together when possible. Lamps 3 feet and longer will be subject to a \$5.00 box charge

If your order is received by noon and the items are in stock, your order will go out the same day. All internet orders ship via UPS Ground, delivery will be subject to the UPS guidelines for shipping times. In the case of a back order, we will notify you within 1 business day. Please contact an account representative if you need your product delivery expedited or if you have any additional questions. Options such as overnight and orders outside the continental U.S. need to be handled our transportation manager through customer service. If the order was placed during standard business hours (8:00-5:00 eastern time Monday-Friday), customer service must be contacted within one hour of placing the order or Microlamp will assume the method is accepted and proceed with delivery. If the order is placed outside of standard business hours, Customer Service must be contacted before 10:00 am CST the next business day.

## **Return Goods Authorization**

Contact customer service with any issues regarding your merchandise. Returns without an RMA will incur a 30% restock fee. An RMA must be requested within 30 days of the original invoice date for non-defective product. Thereafter, all sales are final. All items must be returned in "as new" condition in the original packaging. Returns will be charged 15% restock fee unless a replacement order of equal or greater value is placed at the time of the RMA. We will not accept returns on any special order items. The restock fee is not a penalty. It is a costly process to prepare for resale and restock product made of glass and gas. Shipping charges are non-refundable. When returning product, use a carrier that has tracking capabilities. The customer assumes responsibility for insuring the return shipment and filing the claim for lost or damaged returns. Should the customer receive product not expressly ordered either by our shipping error or incorrect website information, the product will be picked up by our shipper and replacements shipped at no additional charge

## **Damage in Shipping**

The customer is responsible for inspecting the order for damages or missing items and reporting it within 24 hours. Reports after that time will not be honored. Product damaged in shipment will be replaced at no additional charge or credited to the credit card of original charge. The product must be kept in its original shipping packaging for ten business days or until the shipper makes inspection.

## **Defective Product**

Products are sold with their respective manufacturer's warranty. Warranty periods and services vary by manufacturer and product. Not all products are covered by a manufacturer's warranty. Statement of "Rated Average Life Hours" does not designate warranty. All products are warranted for 90 days from the date of purchase regardless of manufacturer's warranty. After 60 days, the customer will be charged the freight for replacement.