Guidelines & Warranty

Warranties Lumetta, Inc. warrants its products to be free from defects in material and workmanship for a period of five (5) years from the date of delivery & three (3) years for electrical during this warranty period, Lumetta will repair or replace, at its option, free of charge, products that are proven to be defective. This warranty does not apply to light bulbs (lamps), which are not products manufactured by Lumetta and are occasionally supplied by Lumetta only as a service to the customer.

Product Specifications For manufacturing and/or improvement reasons, Lumetta, Inc., reserves the right to change, at anytime and without prior warning, the technical and/or design specifications of any product shown.

UL Listings All Lumetta light fixtures are UL listed. Lumetta works with Underwriters Laboratories on a continuing basis to adapt design and manufacture fixtures in conformity with national electric installation codes and U. L. standards.

Ordering Procedure Lumetta requires all orders to be in writing to avoid error or duplication. Telephone and verbal orders are not accepted. Purchase orders may be emailed to orders@lumetta.com or faxed to (401) 921-1310.

Order Confirmation All orders are confirmed by Lumetta sales order confirmation document. Lumetta manufactures, delivers, and invoices orders based on the information on the sales order confirmation, which is a complete, exclusive, and final statement of terms and conditions of agreement between Lumetta and the purchaser with respect to the purchase and sale of the goods on order.

Change and Cancellation of Order After the date of order confirmation, orders cannot be changed and or canceled by the customer without written consent from Lumetta. Special order items are not subject to change or cancellation under any circumstances. Changes or cancellations for normal stock orders must be made within 7 days from the sale order confirmation. Notification of changes or cancellations must be made in writing and directed to: Lumetta, Inc. via email or faxed to (401) 921-1310. If Lumetta consents to changes or cancellations, it may be subject to restocking or cancellation fees.

Claims All merchandise is packed to comply with carrier requirements. Lumetta is not responsible for damage to goods which occur in transit or in storage. It is the purchaser's responsibility to examine goods upon receipt and file any claims with the carrier.

Any claims against Lumetta for defects, errors, or shortages must be made by the purchaser in writing within 5 days after delivery and directed to: Lumetta, Inc., Dept. C, 33 via email or faxed to (401) 921-1310.

Failure by the purchaser to make any claim against Lumetta within 5 days will constitute acceptance of the goods and a waiver of any defects, errors, or shortages.

Returns No return of goods will be accepted without written consent via Lumetta's Return Order Form and shipping instructions from Lumetta. This applies to returns of non-defective merchandise. Returns of non-defective goods, when approved, will be subjected to a 30% restocking charge and must be in a new resalable condition in original packing. Returns of defective goods are regulated by Lumetta policy and must follow Lumetta procedure. Lumetta Return Order Forms must accompany all returned items with RO# referenced on the shipping documents.

Terms Lumetta is a 'made to order' manufacturer. As such, we require 50% DEPOSITS on all orders, unless credit terms have been granted (See CREDIT below). All orders are shipped F. O. B. Warwick, RI. Shipping charges are added to the final invoice, which must be paid-in-full prior to shipment.

Credit Customers may apply for credit by completing a Lumetta credit application and acceptance of Lumetta' s Terms & Conditions of Credit. If credit is granted, it will only apply to the final invoices for Standard Product. Custom Product requires 50% deposit and full payment, including shipping costs prior to shipment.

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