



[www.lumabar.com](http://www.lumabar.com)

## **TERMS OF BUSINESS AND GENERAL INFORMATION**

### **Establishing Credit:**

All prospective AMDOR Inc. accounts must complete a "Credit Information Request" form. This application must be signed by a company officer.

### **Accounts:**

All approved accounts are strictly net 30 days. Interest of 2% per month will be charged on all unpaid invoices beginning 60 days after the invoice date.

### **Pricing:**

The possession of a particular price list by a Company or individual must not be construed as an offer to provide goods or services at the prices shown. Published price lists are subject to change without notice.

### **Shipping:**

F.O.B. Lancaster, New York or Burlington, Ontario. AMDOR Inc. reserves the right to use the carrier of our choice on all pre-paid shipments.

### **Shortages:**

Claims for shortages on shipments must be made within 14 days of the shipping date as shown on your packing slip.

**Return Policy:** AMDOR Inc. manufactures high quality roll-up doors to the exacting specifications of our customers. Due to the custom nature of this product signed purchase orders are considered non-cancelable binding agreements.



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## **WARRANTY INFORMATION**

### **Luma Bar® LED Lighting Products**

All Luma Bar LED Lighting products are warranted for a period of 60 months from the date of delivery to the original purchaser. AMDOR Inc. liability covers the replacement or repair of any component that fails due to defects in material and / or workmanship during the coverage period. We accept no liability for claims made for damages to any part (or parts) of a vehicle and / or machine (of any type) or injury claims by a person or persons assumed or alleged to have been brought about by the use or misuse of any Luma Bar product supplied by AMDOR Inc.

In order to initiate the claims process please contact your authorized representative of AMDOR Inc. Warranty claims must be accompanied by a written description providing full and reasonable details as to the nature of the defect. Upon receipt of your claim arrangements will be made to inspect the defective product (if necessary). Justified warranty claims will be repaired, exchanged, or credited to the original customer's account at AMDOR Inc.'s discretion. All warranty claims must be approved in writing by the Customer Service Manager for AMDOR Inc. There are no exceptions to this clause.

Limited warranty coverage includes the labor associated with the disassembly and assembly of products deemed to be defective by AMDOR Inc. Labor allowances are based on a set time schedule as determined by AMDOR Inc. The maximum allowable hourly labor rate is \$ 50. All warranty labor claims must be approved in writing by an authorized representative of AMDOR Inc. prior to commencement of work.

Items authorized for return must be accompanied by a Return Goods Authorization (RGA) number. We will accept collect shipments of items deemed to be defective provided that they are returned via the most economical carrier. Should items be returned by means other than the most economical carrier the difference will be charged back to the sender. The carrier and level of service utilized for the returned goods must be approved by the Customer Service Manager for AMDOR Inc.

AMDOR Inc. reserves the right to reject any claim when a product has been opened, interfered with or modified. Claims may also be rejected when damage to the product (or any sub-assembly) has been brought about by accident, misuse, abuse, vandalism, incorrect installation, temperature extremes, voltage spikes, chemical exposure or any factor other than regular operating conditions.

**This document supercedes all previous written and / or verbal warranties provided by AMDOR Inc. and / or its affiliates.**

**If you have any additional questions, comments, or concerns please feel free to call your local AMDOR representative or our customer service team.**



1-877-462-6367  
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