

Delivery

Delivery times quoted are from receipt of written order. The delivery times we quote are our best estimate. We will not accept any liability or other consequential loss for any late delivery, unless we have agreed in writing to be so bound. Standard delivery time is 6 weeks.

Warranties

All products are guaranteed against faulty parts or workmanship for a period of one year from date of shipment. Ballasts and transformers carry a one year warranty but we will extend the same warranty afforded us by the manufacturer if this exceeds one year. We will provide details when requested. Our liability for all such claims is limited strictly to the replacement of such products and excludes all other claims or losses incurred.

Insurance and Returns

All shipments from ALW are insured by us. If any goods received by the buyer are in an unsatisfactory condition, the following courses of action shall be taken.

If the outer packaging is visibly damaged, then the goods should not be accepted from the shipper, or they should be signed for only after noting that the packaging has sustained damage.

If the goods are found to be damaged after unpacking, ALW must be informed immediately.

Under no circumstances should the damaged goods be returned, unless expressly authorized by ALW.

If the damage is not reported within 48 hours of receipt, we shall accept no liability.

Any returns made to the company for any reason, at any time shall be packaged in the original packaging, or its direct equivalent and must be adequately insured by the shipper.

Returned goods will not be accepted by the company unless this has been expressly authorized. ALL ITEMS ARE MADE TO ORDER AND ARE NON-RETURNABLE/ NON-REFUNDABLE

Applicable Law

Unless otherwise agreed in writing, the terms and conditions contained herein shall be governed by and construed under the laws of the State of California, USA.

Revision 6/2008