

PLEASE INSPECT YOUR SHIPMENT FOR ANY SIGN OF DAMAGE OR SHORTAGES BEFORE SIGNING THE CARRIER'S FREIGHT BILL. IF YOUR SHIPMENT APPEARS DAMAGED, OR OTHERWISE DOES NOT MEET YOUR EXPECTATIONS, CONTACT TCP CUSTOMER CARE AT 800-324-1496. ALL REQUESTS FOR CREDIT ON SHORT OR DAMAGED SHIPMENTS MUST BE SUBMITTED WITHIN 10 BUSINESS DAYS OF DELIVERY. CLAIMS FILED AFTER 10 BUSINESS DAYS WILL NOT BE HONORED. TCP RESERVES THE RIGHT TO INVESTIGATE AND DENY ALL SUCH CLAIMS. AT TCP'S OPTION, SHIPMENT WILL BE FULFILLED OR A CREDIT WILL BE MAILED TO BUYER WITHIN 30 DAYS OF CLAIM RECEIPT.

TERMS AND CONDITIONS

All requests to return product must be submitted to TCP Customer Care and should be accompanied by proof of purchase. Only authorized TCP personnel can approve such requests. Goods that are returned to TCP without prior approval will be refused, with no credit issued. Product must be returned within one year of the original ship date.

However, the following items are NOT eligible for return or credit (regardless of date of purchase):

- Special order products - Including, but not limited to, clearance items, inventory sale items, custom quotes, or special discounts
- Custom items - Products that are built-to-order or private label
- Linear fixtures - Products that comprise of TCP's linear fixture product offering, excluding Quick Ship items
- Discontinued items - Products discontinued as of the requested return date
- Obsolete products - Products classified as obsolete as of the requested return date

All products must be returned via TCP approved freight methods within 30 days of obtaining a Return Authorization (RA). TCP reserves the right to cancel the RA after 30 days. If the product is not returned within 30 days, a new RA must be obtained. The buyer is responsible for all return freight charges.

All returns are subject to TCP inspection and approval. All returns must include the RA form affixed to the outside of the box. All returns must be properly packaged and shipped to protect the value of the returned products. All items must be returned in saleable condition, packed in the original box with sufficient packaging materials. TCP reserves the right to deny warranty coverage or issuing credits for any damage on returned product caused by failing to pack or ship properly. Upon product return, TCP will issue a credit for the qualifying items that are returned in approved condition. TCP will not accept unauthorized returns or freight collection returns, and will return those at the buyer's expense. Credits are based on the lesser of the product's price to the buyer at the time of the return or the price paid when the products were originally purchased. Requests for returns for credit are subject to a 15% restocking fee. Please reference TCP's current catalog for current Warranty information on defective products. Destroy-in-field (DIF) credits will be issued at the sole discretion of TCP.