



STANDARD TERMS & CONDITIONS

WARRANTY

Every Advanced illumination, Inc. (Ai) product is thoroughly inspected and tested before leaving the factory. Products are warranted to be free of defects in workmanship and materials for a period of FIVE YEARS from the original date of purchase. Should a defect develop during this period, customers may return the complete product, freight prepaid, to one of Ai's distributors or to the Ai factory. All product warranty returns require a Return Merchandise Authorization (RMA) number which is obtained from Customer Service. The RMA number must be clearly marked on the outside of the package. Ai will inspect the unit, and if a defect is found will, at our option, repair or replace the product without charge. Ai disclaims liability for any implied warranties, including implied warranties of "merchantability" and "fitness for a specific purpose." For products under warranty that have since been discontinued, Ai will make an effort to replace with equivalent parts; for circumstances that do not allow for equivalent replacement, Ai reserves the right to repair or replace these products with an updated version. Ai cannot be held responsible for the unauthorized or inappropriate use of its products. Any unauthorized repair or modifications will result in a voided warranty.

No Liability for Consequential Damages: In no event shall Ai be liable for any consequential, special, incidental, or indirect damages of any kind arising from the sale or use of the products.

PRODUCT CLASSIFICATION

Stock: Standard product with an "off the shelf" configuration. Stock product designation is subject to change without notice.

Built-to-Order (BTO): Products requiring modifications that are within predefined variations from stock products but that do not require engineering resources to produce (i.e. non-standard sizes, wavelengths, cable lengths, etc.). BTO products are indicated in the product data sheet and website, and are shipped between 1-3 weeks, depending on the product.

Semi-Custom: Products requiring modifications that fall outside of the defined bounds of a BTO, and that require some level of engineering resources, but not complete ground-up design. Semi-Custom products are not indicated in existing product literature or on the website. The additional engineering resources needed for a Semi-Custom product require non-recurring engineering (NRE) fees.

Custom: Fully custom-designed and built products or standard products with modified mechanical and/or optical and/or electrical components. NRE fees also accompany Custom products.

PURCHASE ORDERS

Purchase orders must arrive at the factory by 12:00 noon ET to be processed same day. Orders must be signed, detail the product ordered, and have customer's Purchase Order (PO) number. Orders received after noon may not be processed until the next business day.

DELIVERY & SHIPPING

Unless specified otherwise, all products are shipped via UPS Ground (Domestic) or UPS Worldwide Express (International). All shipments are FOB Rochester, VT. Federal Express or corporate account shipping can be arranged by contacting our Customer Service Department. Stock product, when in stock, can be shipped within 24 hours after receipt of the PO. When not immediately available, Stock product will be shipped within three business days after receipt of order. In most cases, BTO products will be made available for delivery one to three weeks after receipt of PO; however, Semi-Custom, Custom products, and some variations will require longer lead-times. Expedited orders for Built-to-Order products require a premium charge per item ordered, typically 15% of the normal customer cost per item. Expedite Service is subject to availability.

PRICING & QUOTES

All prices are in US currency. Quotes are valid for a period of 60 days and are subject to change without notice after the expiration date.

PAYMENT POLICY

Full payment is due within 30 days of the invoice date on all orders with prior credit approval. Alternate forms of prepayment are also available. US orders may be paid with MasterCard or Visa.

RETURN POLICY

Stock products may be returned for credit within 30 days upon receipt of order. Products must be in resalable condition, in function and appearance, with shipping charges prepaid. A restocking fee of 30% will be applied. No credit returns are accepted for BTO, Semi-Custom, or Custom products, except for warranty or service requests. All product returns require a Return Merchandise Authorization (RMA) number which is obtained from Customer Service. The RMA number must be clearly marked on the outside of the package.