

Terms and conditions



dals.com

Canadian and US Certified Partners

Dear valued partner,

Please find below our latest terms and conditions.

The latest version of our terms and conditions is always available on our website – www.dals.com/resources.

Do not hesitate to contact us if you have any questions.

Warranty

The warranty period starts from the date of shipment (invoice date)

- The warranty on all LED products is 5 years (except LED tape lights which have a 3-year warranty)
- The warranty on all Smart products is 3 years
- The warranty on all 12V LED transformers is 2 years
- The warranty for all non-LED products is 1 year

During this warranty period, DAL'S Lighting will repair or replace any defective products with proof purchase (order #, PO#, invoice #)

Payment terms: Net 30

Minimum orders: \$100 (orders less than \$100 will be subject to a \$15 handling fee)

Quotations: Valid for 30 days

Freight – prepaid levels: Freight will be prepaid at the following levels:

Territory	Prepaid	Non PPD freight charge
Quebec	\$500.00	\$15.00
Ontario	\$800.00	\$20.00
BC, AB, SK, MB, NS, NB, PEI, NL	\$1,500.00	\$25.00
NT, NU, YK	Please contact us	Please contact us
United States (contiguous 48 states)	\$1000.00	\$25.00
United States (AK, HI)	Please contact us	Please contact us

Additional freight charges for express or priority shipping will apply if these services are requested.

Order, cancellations and returns:

- Orders cannot be cancelled unless an item is backordered.
- All returns must be agreed to in advance in writing with a DAL'S Lighting representative.
- Only products which are less than 1 year old (from ship date), in their original packaging and in perfect condition will be considered for returns.
- Please note that discontinued products will not be considered for returns. All returns are subject to a 25% re-stocking fee.
- Credit memos will be issued based on original purchase price of items being returned.

Custom product orders:

Custom option orders are absolutely non-cancelable and non-returnable. Once an order has been entered into production it cannot be put on hold.

Claims for breakage, damages, or shortages:

Please open and inspect all packages. Breakage (damaged goods in perfect condition box) must be claimed and sent at no charge as soon as possible. Made-to-order items will need to be brought back for repairs. Any claims for damage (damaged box and product), loss or shortage, should be filed with the respective transporting immediately upon receipt of the Order. No claims for damage, loss or shortage will be allowed unless they are accompanied by an inspection report or signed delivery receipt noting such damage, loss or shortage signed by a representative of the carrier and forwarded to DAL'S within 30 days of the invoice date.