



July 1, 2025

FSC Lighting strives to deliver the best possible experience for our customers. The following is a summary of our shipping, return and cancellation policies to guide you through your purchase.

### **Freight Policy**

- Orders totaling **\$1,000** or more (excluding overage) will not be charged any fees. Overage is not included in the order total.
- AK/HI is freight prepaid @ \$5,000 + any applicable freight surcharges.
- Free Freight orders are shipped best way determined by FSC.
- Orders under \$1,000 may incur special requirement charges in addition to the standard freight charge.

**Duty to Inspect upon Delivery** - Customer is required to inspect all Products, before accepting delivery, for any outward indication of damage and/or any discrepancy on the bill of lading or invoice; and all such outward damage or discrepancies must be noted on the carrier's delivery receipt. Customer is also required to inspect all Products, immediately following delivery, for other damages, shortages, or discrepancies. Customers shall give FSC written notice within seven days of delivery as to any such damages, shortages or discrepancies, or any claim that the products are damaged or non-conforming. If the Customer fails to give such notice the products shall be deemed satisfactory and accepted by said Customer, and Customer shall have no right to thereafter assert any claim against FSC with respect to shortages, damage or non-conforming Products. Customer expressly waives the right to revoke acceptance after expiration of the foregoing seven-day inspection period.

### **Small Order Fee**

- For orders less than \$100, a small order fee of \$15 will apply.

### **Credit Card Purchases**

- All credit card purchases are subject to a 3% processing fee.



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### **Cancellation Policy**

- All cancellations are subject to prior approval by FSC. Special order items, including drop ship items, may not be canceled without prior approval. Cancellations fees may apply.
- Cancellations must be made in writing and received at least five (5) business days prior to the requested ship date.
- A cancellation fee may be charged if the order has been picked, is in assembly as a special order, or dropped ship item. This will be considered restocking and subject to a 25% fee.

### **Return Policy**

- Returns require pre-approval from FSC. Please ask your FSC representative about return policies prior to placing an order.
- Return to stock requests must be made within 30 days of the invoice date, unless otherwise specified.
- Merchandise returned must be in the original packaging, clean and in resaleable condition. Otherwise, no credit will be issued.
- Returns are subject to a 25% restocking fee.
- The buyer is responsible for return freight costs.
- The invoice number must accompany all return requests.
- Inventory items marked as made to order or clearance, may not be returnable.
- Custom orders and drop-ship items may not be returned.



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