CLAIMS AND RETURNS POLICY
Please consider the information below when returning a product you purchased from Standard Products Inc., henceforth referred to as STANDARD.

All claims and returns must be requested by e-mail or fax through your designated sales office and should include:
1. STANDARD’s order code along with description
2. Purchase Order Number

All returns must be accompanied by a Return Goods Authorization (RGA) form provided and previously approved by STANDARD.

Only products listed on the RGA document and purchased within the last 12 months will be accepted for return. If returned items do not match the final and approved RGA document STANDARD reserves the right to return goods to the sender at the sender’s expense.

Once a return is approved and processed, the product(s) must be returned within 30 days.

All returns for credit must be in their original packaging, unmarked and in resalable condition. Items that are sold in inner pack quantities (Pack of 2, 4, 6, etc.) must be returned in inner pack quantities.

DAMAGED / SHORT-SHIPPED GOODS
Should your stock arrive broken, damaged or short-shipped on a prepaid freight order, STANDARD will credit the merchandise at its discretion. Such claims must be made within 7 days after receipt of shipment, otherwise the claim may be denied. STANDARD is not responsible for any such claims on collect freight shipments.

RETURN OF STANDARD’S STOCKING ITEMS
A 25% charge will be applied to the return for credit or exchange of any stock items purchased within the last 12 months.

LED 365 DAY RETURN POLICY
STANDARD offers the ability to return LED lamps and LED luminaires within 365 days from date of purchase, for all active items. Once an LED item has been discontinued customers will be notified via email and will then have 60 days to return product.

DEFECTIVE ALLOWANCE
STANDARD warrants its products to be free from defects in material and workmanship under normal use and service at time of shipment.

STANDARD has a defective allowance, which applies to all customers, that compensates for performance issues, or premature failures. Categories that qualify for the defective allowance are: LED lamps, Ballasts, CFL, Fluorescents, Halogens, HID, Incandescents, Medicals, Miniatures, Projection, Safety Max products, Sealed Beam as well as Stage and Studio.

For products that do not qualify for a defective allowance, please refer to STANDARD’s website by choosing the warranty document (by product category) in the “Documentation” section for complete warranty information.

NCNR (NON-CANCELLABLE NON-RETURNABLE) STATUS
All products that are NCNR are not eligible for return and are to be considered as final sale.

NS (NON-STOCK) STATUS
All products that are non-stock are not eligible for return and are to be considered as final sale.

Please note this policy is subject to change without prior notice and supersedes all prior policies or agreements of the same or similar subject.

June 2017