



Terms and Conditions

All orders are subject to these terms, conditions and acceptance by The L.C. Doane Company.

Pricing

Prices subject to change.

Orders

- A copy of the distributor and customer PO must accompany all orders.
- Signed cut sheets are required when placing an order.
- Minimum order is \$450.00.

International Wire Transfer Fee

For all international orders, a fee of \$150 will be reflected on the order. Should there be multiple ACH payments, an international fee will apply each time.

Custom Product

Orders for modifications to standard product are subject to minimum quantity, and may experience extended lead times. Orders for custom product will be produced after an approved cut sheet, drawing or sample has been submitted and approved, in its entirety, by The L.C. Doane Company.

Approvals

Released specified job orders must have a signed approval from the authorized specifier. The L.C. Doane Company will not be responsible for any order released and built without written approval.

Hold for Release orders

Hold for release orders will be held for 30 days. After 30 days HFR orders are subject to re-negotiation, unless otherwise agreed to. Hold for release orders will not go into production until a formal written release with signed approval cut sheets, where applicable, are received. **Minimum HFR order \$1,500.**

Ship Dates

The L.C. Doane Company will work to meet target dates, however, we will not be held accountable for delays beyond our control. If a specific ship date is needed, it must be agreed to in writing

before placement of an order. The date needed must appear on the written purchase order. The L.C. Doane Company will not accept any back charges or penalties (including expedited freight) related to ship dates without written, prior approval.

Freight

All shipments are F.O.B. Ivoryton, CT. The L.C. Doane Company's responsibility ceases upon delivery to the carrier. All freight claims must be made directly with the carrier. Shipments are palletized and shipped Standard Ground due to the weight of materials used in our products unless otherwise negotiated and approved by seller. Any additional accessorial charges may include but are not limited to:

- Call for appointment
- Inside delivery
- Delivery to church, school or hospital
- Delivery to construction site
- Hydraulic Liftgate required for anything strapped to a pallet if there is no loading dock
- Any other services added to a delivery is the responsibility of the buyer.

Freight Allowed Commercial and commercial marine orders of \$3000 or more for a single shipment within the continental United States.

Military – No Freight Allowed.

All orders not meeting freight allowance will be prepay and add.

Payment

- All invoices are payable net 30 days from the date of invoice
- Payments required by ACH or Check
- Credit card payments are available (6% processing fee applies)
- Any virtual credit card payments made without approval will incur a 6.5% back charge processing fee

Returns and Cancellations

All L.C. Doane products are proudly built to order and upon production release are non-cancellable and non-returnable. Any exception must be approved in writing by The L.C. Doane Company and may include incurred design, engineering, material and labor costs. Minimum 25%-100%.

Except for defective items, returned product must be returned in the original sealed packaging to receive credit.

The L.C. Doane Company reserves the right to hold or cancel any order pending satisfactory resolution of any outstanding credit issues. Orders cancelled under these conditions.

Warranty

We are proud to offer The L.C. Doane Assurance. L.C. Doane High Abuse lighting products are manufactured to withstand today's complex and demanding environments. The L.C. Doane Company will repair or replace any High Abuse or VR Architectural fixture when installed according to our instructions for the life of the original installation if the fixture should fail due to physical abuse.

All other fixtures manufactured by The L.C. Doane Company are warranted to be free from defects in workmanship and material for five (5) years from the date of invoice, including LED modules and drivers. Emergency and non-emergency ballast/driver defects are to be handled between the customer and the ballast manufacturer per their terms and conditions.

Iota:

1-800-866-4682

OEM Direct Customer Care

oemcustomercaredirect@acuitybrands.com

Bodine:

1-800-223-5728 x1681

www.bodine.com/sales/rma-policy.html

The L.C. Doane Company reserves the right to issue credit, repair or replace any defective material at our option upon notification and verification of the defect by our local representative and/or L.C. Doane Company employee. The L.C. Doane Company reserves the right to call for physical examination and verification of the material in question. The warranty may be rendered invalid if the material/product was damaged in shipment, installed improperly, altered or used in an application for which it was not intended. The L.C. Doane Company assumes no liability for labor or freight charges incurred in connection with the installation, removal or replacement of products determined to be defective or any other consequential or incidental damages arising from the use of the product. The entire liability to The L.C. Doane Company is limited to the replacement price of the product.

Terms and Conditions Updated September 15th, 2026