



TERMS AND CONDITIONS

Shipping Information

Our shipping costs are based on an item's size and weight as well as the method of shipment. Products that exceed the size limitations of UPS or Fed Ex will be shipped via common carrier. Motor freight shipments are only available to residents of the 48 contiguous United States. Motor freight charges shall only include delivery to the residential front door of the shipping address. Items ordered together are not necessarily shipped simultaneously. If an item is back ordered, we will notify you by telephone or e-mail with an estimated delivery date. Special Order items may take 2 to 6 weeks for delivery, and custom copper lanterns may take 4-12 weeks for delivery. Shipments to Alaska and Hawaii may incur extra charges. When available, expedited shipping will have extra charges. Carolina Lanterns & Lighting is not responsible for shipping delays due to the fault of the manufacturer or delivery carrier.

Freight Damage

Large package deliveries require a signature. Please inspect the delivery carton and contents for visible damage immediately upon receipt. If the carton has visible damage or there is a reason for concern with the packaging or product condition therein, "PRODUCT DAMAGED" must be written on the face of the delivery receipt. Customers assume responsibility if damaged merchandise is received without required documentation. Carolina Lanterns & Lighting cannot be held responsible for damaged merchandise received. No exceptions can be made without written approval. Additional instructions will then be provided. Be prepared to provide photos of the damaged product and packaging. If your item has been damaged in shipment, we will repair or replace that item at no cost to you. If at the time of delivery product itself appears to be significantly damaged the order may be refused. Customers are responsible for all costs driven by a refused delivery for products not damaged.

Please contact our customer service department by telephone or e-mail within 48 hours to obtain a RGA (Return Goods Authorization) number. Items without an RGA number will be returned to the customer and will not be processed. Reasonable shipping charges will be refunded upon inspection and only when damage is deemed to be freight damage. A repaired or replaced item will be shipped as soon as possible with no additional charges.

Broken Glass

We do not consider an item with broken glass to be a damaged product. Please contact our customer service department by telephone or e-mail within 48 hours of receipt of delivery and we will ship you replacement glass at no charge to you.

Patina Finish (Antique Bronze, Bronze Patina, Patina Antique, and Verdi Green)

Patina is a coating of various chemical compounds formed on the surface during exposure to atmospheric elements (oxygen, rain, acid rain, carbon dioxide). Applied patina finishes are chemical dips that speed up the patina process. Over time, applied patina finishes will continue to evolve. **Color inconsistencies are common on applied patina finishes. Applied patina finishes have been known to fade or flake subtly when exposed to certain environments.** Patina finishes are not warrantied. Patina finishes include: Antique Bronze, Bronze Patina, Patina Antique, and Verdi Green. We recommend Natural Copper instead of a Patina Finish for coastal installations.

Warranty

Carolina Lanterns & Lighting will honor all available manufacturer warranties still in effect covering manufacturer defects. We will repair or replace the defective item (except light bulbs) for one year from the date of purchase. Please contact our customer service department by telephone or e-mail for a RGA number. Items without an RGA number will be returned to the customer and will not be processed. Reasonable shipping charges will be refunded upon inspection and only when damage is deemed to be a factory defect. A repaired or replaced item will be shipped as soon as possible with no additional charges.

Custom Copper Lantern Warranty

One Year Warranty - If any part of your lantern fails, due to a defect in materials or workmanship during the year after receiving your lanterns, Carolina Lanterns & Lighting will provide the replacement parts or lanterns free of charge, when the defective lantern is returned to our showroom. Please contact our customer service department by telephone or e-mail to obtain a RGA number. Customer shall be responsible for all costs incurred in removal, reinstallation and shipping of the product for repairs or replacement. If the customer cannot return lantern/parts until replacement is received, customer will be charged for the replacement and refunded once the defective item is returned.

Because of varying climate conditions, this warranty does not cover changes in the finish, including rusting, pitting, corroding, tarnishing, or peeling. In case of extreme weather conditions such as salty environment, etc., the warranty will be void. Finishes for fixtures installed outdoors are subject to change due to prolonged exposure to sunlight, pollutants and other environmental conditions. Metal finishes on outdoor fixtures will naturally mature over time, changing in appearance and creating a living finish. Painted finishes on outdoor fixtures may naturally fade over time, depending on the fixture's exposure to the outdoor elements. Thus, any claim for fading, discoloration or "patina" of a finish on an outdoor fixture is not applicable to the above warranty. Please contact us with any questions on cleaning and maintenance of the lantern.

Any foreign substance introduced to the lantern will void the warranty. Please use only water to clean the outside of your lantern. Also, please make sure that all contractors, power washers, maintenance people cover the lanterns before spraying anything on the exterior of the house. This will cause the finish to discolor and void the warranty. This warranty is void and does not apply to damage from improper installation, neglect, accident, misuse, exposure to extremes of heat or humidity, or as a result of any modification to the original product. If you have any questions, contact Carolina Lanterns & Lighting directly.

Carolina Lanterns & Lighting reserves the right to modify or discontinue any product at any time and may substitute any part under this warranty. Under no circumstances may a lantern be returned without prior authorization and a RGA number from Carolina Lanterns & Lighting. The receipt of purchase must accompany authorized returns and must be sent freight prepaid to Carolina Lanterns & Lighting. The lantern to be returned must be properly packed to avoid damage in transit; Carolina Lanterns will not be responsible for any damage resulting from improper packaging. Due to the custom nature of our fixtures, Carolina Lanterns will not honor any chargebacks, installation fees, or any penalties for a project not meeting the completion date.

Contact Customer Service: toll free 1-877-881-4173, or in South Carolina 843-881-4170. E-mail: customerservice@carolinalanterns.com

Please reference Purchaser's Name, Invoice Number and Sales Representative.



Return Policy

We want you to be happy with your purchase, which is why your satisfaction is guaranteed. However, all sales are final after 14 days of receipt. Standard, uninstalled lanterns can be returned within 14 days and are subject to a 50% restocking fee, unless they have an operational or manufacturer design defect and written authorization. If you decide that you do not want your item for any reason, please contact Carolina Lanterns & Lighting by telephone or e-mail within 14 days of receipt, so we can arrange for exchange or return. Returns will not be accepted without a Return Authorization. Only items purchased from Carolina Lanterns & Lighting may be returned. Products and packaging not in original condition will not be accepted for return. We accept only saleable items in the original package. Items that have been used, installed (cut or clipped wires) or modified will not be accepted. You may be charged for any missing parts. All sales on clearance items and light bulbs are final.

Upon receipt of your package it is the customer's responsibility to thoroughly inspect the merchandise. If there is any damage or missing parts, the customer has five (5) days from receiving date to contact Carolina Lanterns & Lighting. Failure to do so could result in denial of a possible claim.

Once the product is received at our warehouse in good condition we will issue a refund for the amount of the product to the same credit card used for the purchase, less original shipping charges. The returned item must be received by us within 14 days of receipt of return authorization. The refund for the returned item will be made upon receipt and inspection. If we determine that the item has been installed or used, credit will not be issued and the item may be returned to you at your expense.

Returning an Item

Before you return an item to us, you must first contact our customer service department by telephone or e-mail within the appropriate time frame. We will supply you with a RGA number and shipping instructions for return. Items without a RGA number will be returned to the customer and will not be processed. The RGA number will be used to ensure that you receive credit for your return. You must write the RGA number down on the returns form and include it with your item. If possible, include a copy of your e-mailed invoice as well.

Please pack the item in its original box. Be sure to pack such that all parts are included and the item will not be damaged during shipment. You must ship products to Carolina Lanterns & Lighting by FedEx or UPS ground and make note of the tracking number. If you ship via USPS, insure the full purchase value and delivery confirmation will be required. If items should be damaged during return shipment, the customer is responsible for filing claims with the appropriate shipper.

Refunds

We will diligently process returns as quickly as possible. Please allow 14 to 21 days for refund processing. All refunds will be made on the original credit card only. If paid by check, a refund check will be mailed by USPS within 14 days. Items without a RGA number will be returned to the customer and will not be processed.

Finish/Color Accuracy

We have taken great care to present all colors as true to actual color as possible. However, photographic reproduction, room color, natural light and computer monitors vary widely and we cannot guarantee that the color you see accurately portrays the true color of any item.

Pricing

We make every effort to ensure the accuracy of the information on our website. However, pricing errors may occur from time to time. We will correct any errors as soon we discover them. As a result, Carolina Lanterns & Lighting reserves the right to not sell or ship any merchandise until an accurate price has been determined.

Sales Tax

Carolina Lanterns & Lighting collects sales tax for all orders shipped within the state of South Carolina @ 8.5%. We do not charge sales tax on orders shipped to any other state or Freight Forwarder.

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**Contact customer Service: Toll free 1-877-881-4173, or in South Carolina 843-881-4170. E-mail: customerservice@carolinalanterns.com
Please reference Purchaser's Name, Invoice Number and Sales Representative.**