



# BRIGHT LIGHT PARTNERS

## Drop Ship Terms and Conditions

### General:

- ACCEPTED PAYMENT - Paying online is safe and simple. We supply you with a login name and password, you place your order - we ship it to your customer. We accept MasterCard/Visa, American Express, and PayPal for your purchases.
- There is a drop shipping fee of \$6.00 per order no matter how many items are ordered.
- Prices are subject to change without notice.
- Payments made will include shipping charge. Freight is F.O.B. Richmond, VA. All orders will be invoiced for freight charges, based on total weight of shipment. Bright Light Partners LLC (BLP) will ship via UPS unless otherwise instructed by customer.
- We make every effort to ship out your order within 24-48 hours
- All orders placed for out-of-stock merchandise will be placed on backorder. All payments for back ordered products are processed at the time of order; however the items are shipped as they become available, typically within four to six weeks of the receipt of payment. In the event that only a portion of an order is back ordered, the available products will be shipped promptly, and back ordered products will be shipped separately, as available. Separate shipments of back ordered products will be made at no additional charge to the customer.
- Back orders will be shipped without notification, unless canceled in writing.
- Special routing information must be specified or Bright Light Partners LLC will ship at its own discretion.

**Warranty:** Bright Light Partners, LLC warrants its products to be free from defects in materials and workmanship, for a period of 30 days from the date of purchase. Should product prove to be defective at any time during the warranty period Bright Light Partners, LLC will replace it without charge. Any replacements will be handled according to Bright Light Partners, LLC's return policy.  
-Due to the nature of handcrafts, all color, paints and measurements may vary slightly.

**Revisions:** Bright Light Partners LLC reserves the right to modify, suspend or discontinue any product on the Bright Light Partners website. Including, the availability of any product and/or feature.

**Merchandise Claims and Returns Policy:** Bright Light Partners LLC will only take back and issue credit for NEW merchandise (never installed or used for display) in salable condition which was purchased within the last 30 days. Merchandise must be returned complete and undamaged in the original boxes with all the original packaging material. Following are the guidelines for returns: Prior to returning an item, wholesalers must request a Return Goods Authorization number (RGA number) by email. Include the following information with request for an RGA: invoice number, PO number, received, merchandise to be returned, and reason for return.

Upon a confirmed/approved arrival of your return, we will confirm the RGA number and if valid, we will process the merchandise for a full credit to your account, or re-ship a replacement order. You are then responsible to refund the money to your customers or inform them that a replacement order will be sent to them. We accept returns and refunds to your account only if they occur within 30 days after invoice date, no exceptions. Restocking charge plus outbound freight cost may be applied subject to the conditions identified below.

**Damaged Merchandise:** Bright Light Partners must be notified within 3 days of customer's receipt of merchandise damaged in shipment. An RGA number will be issued at that time. After the damaged merchandise has been inspected, a credit memo will be issued. If replacement merchandise is needed, a new PO must be placed.

**Return Freight:** Customer is responsible for paying all outbound and return freight except in the following circumstances:

- Error or miss-shipment is the fault of Bright Light Partners, LLC
- Defective product received by customer within the past 30 days
- Merchandise damaged in shipment and received by customer within the past 3 days.

All returned merchandise must be properly packed, and must be returned to Bright Light Partners LLC within 14 days of issuance of the RGA. The RGA number must be clearly marked on the outside of each carton returned. If merchandise is not received by Bright Light Partners, LLC within 30 days of the RGA date, the RGA will be canceled. NO CREDIT WILL BE ISSUED UNLESS THE RGA PROCEDURE HAS BEEN FOLLOWED AND THE MERCHANDISE HAS BEEN RETURNED TO BRIGHT LIGHT PARTNERS, LLC. CREDIT WILL BE APPLIED TO CUSTOMER'S ACCOUNT. NO REFUND CHECKS WILL BE ISSUED.

### Liability

Seller shall not be liable for failure to deliver or delays in delivery for causes beyond seller's control. Bright Light Partners LLC cannot be held responsible for any non-compliance with these situations. Bright Light Partners LLC cannot be held responsible for any damage or injury to a person or property resulting from the use of any item sold by Bright Light Partners LLC and user accepts all responsibility for using the product within stated guidelines, as intended, or as reasonably expected. Bright Light Partners LLC shall in no event be responsible for any incidental or consequential damages rising from the use of our products.

### Map Policy

For the benefit of our valued resellers Bright Light Partners LLC has instituted a Minimum Advertised Price (MAP) Policy. Although we actively encourage the advertising and promotion of our products by our wholesalers and dropshippers, we find it necessary to implement a MAP Policy so that Bright Light Partners LLC is not devalued in the marketplace. This allows our resellers to compete equally based on the value they provide to the customer.

1. BLP resellers will be considered in violation of this policy if any advertised price is below our set retail price.
2. This policy applies to all BLP's products and individual SKU's, and includes all advertising medium either printed or electronic including but not limited to flyers, radio, television, emails, mailers, coupons, and websites.
3. Online pricing is considered an advertised price, and must adhere to the MAP policy. Statements such as "call for price" and "add to cart to see price" are acceptable since they are associated with an intent to purchase and not bound by the MAP policy.
4. BLP reserves the right to modify or suspend the MAP policy in whole or in part by notifying all resellers of the nature and duration of the change.
5. BLP reserves the right to suspend a reseller's account if they intentionally or repeatedly fail to follow this policy.

**Registered Website:** if you, or your company advertise, or sell our products on a website that is not registered with Bright Light Partners LLC, your account will be suspended for a minimum of 6 months.

### Advertising:

You will use our text, titles, and graphics responsibly. Bright Light Partner's brand name must appear next to Bright Light Partners products featured on the reseller's online store.

### Links to third party sites

The Bright Light Partners LLC Web Site may contain links to other Web Sites (Links). The Linked Sites are not under the control of Bright Light Partners LLC and Bright Light Partners LLC is not responsible for the contents of any Linked Site, including without limitation any link contained in a Linked Site, or any changes or updates to a Linked Site. Bright Light Partners, LLC is not responsible for web casting or any other form of transmission received from any Linked Site. Bright Light Partners LLC is providing these links to you only as a convenience, and the inclusion of any link does not imply endorsement by Bright Light Partners LLC of the site or any association with its operators.

**YOUR ACCOUNT** If you use this site, you are responsible for maintaining the confidentiality of your account and password.

**Copyright -** This web site is expressly owned and operated by Bright Light Partners LLC. Unless otherwise noted, all design and content appearing on <http://www.brightlightpartners.com> and <http://www.brightlightpartnersllc.com> are copyrights, trademarks, and/or intellectual property that are owned, controlled, or licensed by Bright Light Partners LLC.

### Disclaimer:

Bright Light Partners LLC's lighting is for display only, these are NOT TOYS.

By participating as a reseller of our products, you agree to abide by these Terms of Service at all times. We reserve the right to change the Terms of Service at any time.

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