



Limelight Productions Ordering & Shipment Policies

Prices

All prices are subject to change without notice. All prices are F.O.B.-Shipping Point and do not include transportation unless otherwise indicated. Quotations are subject to a 60-day expiration date or as indicated on the documentation.

Account Eligibility

Accounts will be provided to schools and must be shipped to a legitimate school address. If this is your first order, we request a faxed purchase order indicating the staff member who authorized the purchase.

Accounts may be provided to individuals and companies who order frequently and order at least \$1,500.00 in merchandise per year. In order to qualify for an account you must complete a credit application. Applications are available for download from our website (www.limelightproduction.com) Please allow up to 3 weeks for processing. You may fax your application to 413-243-4993.

Credit Card Purchases

In order to protect our customers from unauthorized use of their cards, Limelight Productions requires a completed and signed authorization form for all orders to be paid by credit card. Credit card authorization forms can be downloaded from www.limelightproductions.com.

Rental Agreements

Equipment rentals require a signed lease agreement and proof of insurance coverage.

Confirming Purchase Orders

If you phone in an order and follow up with an official written confirmation or purchase order, please be sure to note "Confirmation - Do Not Duplicate" on the follow up document. We will not be responsible for any duplicate shipments resulting from unlabelled documents.

Shipments

Orders may be shipped by FedEx, UPS or Common Carrier. FedEx is our primary carrier. We have links to the tracking systems for those carriers on our website (www.limelightproductions.com). In addition, if you provide us with your email address at the time of your purchase, we can have FedEx or UPS notify you directly with shipping and tracking information. We only ship international orders by FedEx, using your FedEx number, providing that FedEx can ship directly to your address or your freight forwarder in the US.

Claims and Shortages

When signing for a Fed Ex, UPS or Common Carrier shipment, please note any damage or missing cartons. If you sign for a shipment without noting damage or missing cartons, a claim can not be issued. If a package is being delivered to you with obvious damage, you can refuse the delivery or examine the box to see if anything can be salvaged (if you are in a rush

for the materials). Speak with the driver about reporting the damage and then contact us so that a replacement can be shipped and a claim filed. If you do not notify us of any breakage or shortage within five business days after receipt of shipment, you will be responsible for the full amount of the invoice.

Returned Checks

Returned checks will be assessed a \$25 fee plus any costs incurred. Only cash, money orders or credit cards will be accepted for reissued payments.

Returns

All returns must be approved in advance by Limelight Productions, Inc. and returned prepaid with a letter indicating the date of purchase, reason for return and invoice number. Limelight will accept returns within 5 days of receipt provided items are undamaged, in the original unopened cartons and in resalable condition. A restocking charge of 25% may be assessed. Exclusions: Any special order item including custom gobos or slides, draperies, drops, and any cut fabric is not returnable or refundable unless there is a manufacturing flaw. Stock gobos that were dropped shipped to you, and that are not date specific (i.e. Class of 2121) may be returnable (with a return authorization) but you will be required to pay shipping both ways and there may be a restocking fee. Limelight cannot accept returns on makeup, makeup accessories, or custom manufactured goods. Any refunds will be given by company check or, if payment was made via credit card, by crediting your card account.

Substitutes

On rare occasions we may need to substitute an item that is out of stock. We will always try to contact you prior to your pickup or our delivery to determine whether this substitution is acceptable. If we are unable to reach you prior to delivery or your pickup time, we may use our discretion in order to expedite your order. If there is a problem with a substitution, please do not hesitate to call us.

Pickup Orders

You may pick up orders at our warehouse located at 471 Pleasant Street, Lee, MA between the hours of 9A-12:30P and 1-4:30P, Monday thru Friday unless other prior arrangements have been made. Please see the "Directions to Limelight" link on our website (www.limelightproductions.com). To save time at pickup, please call or fax in your order ahead of time. Orders not placed in advance may result in a waiting period while the order is prepared. Letting us know your form of payment in advance will also save time at pickup.

Tax Exempt

If your organization is tax exempt, please provide a copy of your certificate and make sure that your account properly reflects your exemption. We are required by law to keep this information on file.