

MUNDO ILLUMINATION LIGHTING PRODUCTS RETURN POLICY

Mundo Illumination is committed to providing the best quality products and service to meet the highest standards we can deliver to our customers. In the event products need to be returned, customers must follow the procedure outlined below. For customers who received their products from an authorized Mundo Illumination Value Added Reseller (VAR) or Distributor, the procedure outlined below should be directed to, and the term "Mundo Illumination" shall mean, such VAR or Distributor. Contact information for VARs and Distributors is available from Mundo Illumination's Customer Service at the telephone number and email address listed below.

Mundo Illumination's Customer Service staff can be reached at 1-732-764-1111 or contact@mundoilumination.com Monday through Friday during business hours, Eastern Standard Time (EST), to obtain approval to return product to Mundo Illumination. If a return is approved, the following will be prepared and mailed or emailed to the customer within two standard business days containing:

- a Return Material Authorization (RMA) number,
- a shipping address label for the Mundo Illumination Return Center, to be affixed to the outside of the shipping carton
- two copies of the authorized RMA form (one to be included with the return shipment and one for the customer's records)
- a packing list to affix, in an envelope, to the outside of the shipping carton.

NO PRODUCT RETURNS WILL BE ACCEPTED BY MUNDO ILLUMINATION IF NOT ACCOMPANIED BY A VALID RMA NUMBER. Product without a RMA number will either be refused or returned to customer at customer's expense. Mundo Illumination is not liable for loss or damage to unauthorized product returns. All RMA requests must be made within 30 days of the invoice date to be eligible to receive credit, with the exception of issues covered under MUNDO ILLUMINATION's limited warranty for the returned product. RMA numbers are valid for 30 days from the date of issuance. Returns received after 30 days will be refused. Customer is responsible for all return freight charges, including taxes, customs and duties if applicable. Customers shall not write addresses, RMA numbers, or other information, on the outside of the manufacturer's boxes. Any product returned with marked box, damaged box, missing components, (such as cables, brackets, manuals, etc.), or other damage not caused by Mundo Illumination will be assessed a restocking fee in excess of the minimum restocking fee to cover the cost of replacements.

Defective Returns

Mundo Illumination will replace defective product with like product. We will only provide credit on defective product if no suitable repair or replacement is available as we determine. Mundo Illumination will cover shipping charges incurred by customer up to the amount of a standard FEDEX/UPS Ground charge for the return of Defective product and the shipment of replacement product. For purposes of clarity, Mundo Illumination will not reimburse or pay for labor or other costs associated with removal of the product, even if it is deemed to be defective. The foregoing is in all cases limited by the Mundo Illumination limited warranty.

Returned products will be tested upon arrival at the Mundo Illumination Returns Center. Any product that is determined to be

non-defective will be returned to customer, at customer's expense, and a testing fee of a minimum of 10% of the product purchase price will be due from customer.

All Other Authorized Returns

Returns authorized by Mundo Illumination for reasons other than product defects will be subject to a restocking fee, and customer will also pay all transportation costs associated with the return, including taxes, customs and duties, if applicable.

Product returned in original condition and in original manufacturer's packaging will be assessed a restocking fee equal to 15% of the purchase price of the returned product. If product is found to be damaged, missing manuals or parts, or original manufacturer's carton is damaged or missing, a minimum 25% restocking fee will be charged.

No product will be approved for return or credit under the following conditions:

- Product has been altered, including third party modifications.
- Product was not installed or maintained in accordance with Mundo Illumination specifications.
- Product was subject to unusual physical or electrical stress, misuse, or negligence
- Product was damaged after receipt of product by customer
- Product that is non-standard (custom, made-to-order, European, etc.)

By choosing to request a RMA from Mundo Illumination, customers agree to the terms of the Mundo Illumination *Products Return Policy* as stated above, and agree to pay the amounts noted above upon demand by Mundo Illumination. Mundo Illumination will have no obligation to ship repaired or replaced product unless all such payments have been made. The foregoing conditions constitute further limitations on the Mundo Illumination limited warranty for product.