

Advice to Customers:

In Advice to Customers we seek to speak plainly to authorized distributors of our products on subjects of mutual interest. The following are a few points which are worth noting to save both you and us any frustrations at a later date and to help you to sell the product we offer in a more knowledgeable way.

Placing of Orders

To avoid errors with orders it is always better to place your orders in writing by either fax or email. This way it is less likely any mistakes can occur which can happen quite easily if the order is given over the phone.

Returns

Returns are a complex issue requiring a firm but fair policy that is at its best a mixture of common sense and sound business principles. Like you, we here at Eurotech Lighting are in the business of doing business, meeting expenses and making a reasonable profit. No one makes money when the wrong product is ordered or sent, when your customer changes their preference after seeing the product on site, or realizes they have ordered far too many.

For this reason we offer an approval service where you can order one of a number of products so your customer can view these and confirm that this is what they require. If your customer decides the product is not what they want, you can return this to us in original condition without a restocking fee. We initially send these for one week but if you wish to extend this please let us know.

If a mistake is made in ordering and we are notified within a few days we will replace the product with the correct model required with no penalty to the customer. However any freight incurred with goods sent on approval or replacement of goods incorrectly ordered will be at your expense.

Faulty Products

We stand behind the products we sell. If an item sent to you is faulty, upon its return and our inspection of the fault, we will repair or replace it (at our option) and return the new or repaired product to you at no charge.

LED Products and Drivers

It is important to note that we now stock LED's that are constant voltage and LED's that are constant current. Each of these requires different drivers. The constant voltage products are wired in parallel while the constant current products are wired in series. It is important to use the drivers that we supply to run these products to ensure satisfactory performance and ensure easier resolution should any issues arise.

Stainless Steel Products

We stock items in two different grades of stainless steel; 304 Stainless Steel and 316 Stainless Steel. Of the two different grades 316 is the highest and more corrosion resistant than 304, however both can be used in most situations providing the correct maintenance is observed.

There is a common misconception relating to stainless steel. It is **Stain-less** Steel not **Stain-proof** Steel. All metals except gold platinum and palladium corrode spontaneously when exposed to the weather. Stainless Steel has a passive film which is only 130 angstroms in thickness which is equivalent to 1 millionth of 1 centimetre. In most situations this will protect the stainless steel from corrosion as long as the most fundamental maintenance is carried out. That is clean, clean, clean. The product should be washed with clean fresh water with a little mild detergent or soap, but not those containing chloride detergents, then rinsed with fresh water. This should be carried out occasionally depending on the level of corrosive elements at the installation location. For example coastal properties will need far more regular cleaning than properties much further inland. For further information please refer <http://www.estainlesssteel.com/corrosion.shtml>.

With the above guidelines in place both you and we can continue to operate in a mutually profitable way with the minimum of disruption allowing us to provide quality light fittings at the lowest possible prices. As always we value your business and welcome your feedback. Please feel free to call us any time.