

Terms and Conditions:

SHIPPING POLICY: Prepaid freight on all shipments and will ship F.O.B. factory. No freight allowed.

TERMS OF PAYMENT: Net 30 upon approved credit. A finance charge of 5% per month will be charged on past due accounts.

SHIPPING CLAIMS: All shipping discrepancies or damage claims must be filed within two days of receipt of materials with shipping company.

RETURNS: All Dreamscape products are made to order. Cancellations of an order after placement or a request to return shipped material within 4 months will be subject to a minimum 60% restocking charge. Any item after 4 months will be subject to a minimum 80% restocking charge. No returned materials will be accepted without prior approval. Returns must be accompanied by a Dreamscape RGA. No refunds over 5 months on any returned material. Prices are subject to change without notice. The purchaser agrees that the title to merchandise remains in Dreamscape until entire purchase has been paid. **All freight and duties on returned goods are the responsibility of the customer.**

PRODUCT GUARANTEE: Dreamscape warrants to the first non-retail purchaser of any of its products that its products are free from defects in material and workmanship. A covered warranty date start on date material is shipped from factory. In the event of any defect, Dreamscape's sole obligation is expressly limited to repair or replacement of warranted product. Dreamscape's obligation under this warranty does not extend beyond the initial cost of the product. Accordingly, any consequential damages arising out of a defect are expressly excluded. This warranty shall not apply to products which have been altered or repaired outside of Dreamscape's factory, nor shall it apply to defects for which written notice thereof is not received by Dreamscape within one year from date of purchase. Wet location products may exhibit signs of moisture inside fixture and would not be considered defective. All wet location fixtures should have their gaskets replaced every two years to maintain water resistant capabilities.

Limitations and Conditions: Warranty does not apply to any products that have been subjected to misuse, mishandling, misapplication, neglect (including but not limited to improper maintenance), accident, vandalism, improper installation, improper packaging of products returned to Seller, modification (including but not limited to use of unauthorized parts or attachments), or adjustment or repair by someone other than Seller.

Warranty does not cover damage due to power surges, power spikes, or the application of voltages outside the acceptable range of voltages as defined in product specifications. Also not covered is the application of DC (direct current) power when AC (alternating current) power is required (or vice versa), and the use of non-approved electronic transformers and dimmers.

Warranty does not cover 'Acts of God' such as lightning, floods, hail, tornado, fire, earthquake, hurricanes, and other extreme weather events.

Warranty does not cover water damage to products (not specifically sold as Underwater products) that have been submerged in water, mounted in an incorrect orientation, improperly assembled, or been subject to excessive contact with water spray from irrigation nozzles or drainage flows.

Transformers must be installed according to provided instructions – evidence of improper mounting or wiring voids the warranty. Transformer housings, when mounted on oceanfront properties must be protected from direct contact with salt spray.

It is normal for natural brass and copper finishes to patina, oxidize, and change colors. It is also normal of other types of finishes such as powder coatings to discolour or blister when exposed to sunlight, irrigation systems, reclaimed water, sea water, acid rain, and other sources of aggressive agents. These coatings may also be affected by physical factors resulting in damage to the coatings. These changes are not covered by warranty.

These warranties extend only to the product ownership by the original purchaser and are void when the original purchaser ceases to own the product. These warranties are not transferable whether to heirs, subsequent owners, or otherwise.

These warranties do not cover labor or other costs or expenses to remove or install any defective, repaired, or replaced Product.

Products are subject to annual depreciation during the warranty period. If a warranty claim is made, pictures of the Installation of the product showing its location and connection of feed wires will be required in order to request warranty coverage.

CUSTOM ORDER POLICY: It is Dreamscape's policy to require a 50% deposit to initiate a custom order. If the custom order is cancelled, the deposit amount is subject to a 50% cancellation fee to offset the losses in engineering, production, and inventory costs.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED AND WITHOUT EXCLUDING THE GENERALITY OF THE FOREGOING, EXCLUDES ANY IMPLIED WARRANTY OF MERCHANTABILITY. IN NO EVENT SHALL DREAMSCAPE BE LIABLE FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES.

No warranty on fluorescents lamps.

WARRANTY:

Solid Brass Construction-No Rust	10 Years
Steel Construction	3 Years
Transformer	3 Years
Ballast	1 Year
Sockets	1 Year
LED Linear – Surface Mount	3 Years
LED – High Power – Surface Mount	3 Years
LED – Wet Location – Surface Mount	3 Years
LED – Desert – Surface Mount	3 Years
Paint finishes	2 Years
LED Recessed Linear	3 Years
Drivers	1 Year
Gaskets	2 Years

dreamscape
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