

## **Terms and Conditions of Use and Sale**

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### **HOURS OF OPERATION**

Lutron Customer Service is available to assist you with order status, product and pricing information, or other assistance for orders already placed with the Lutron Store between the hours of 8am to 8pm EST, Monday through Friday. Please call 1-888-588-7661 to contact Lutron Customer Service.

### **U.S. SALES ONLY**

The Lutron Store sells and ships products only within the continental United States, Alaska, and Hawaii. No shipments can be made to United States PO Box addresses,

APO or FPO addresses, United States territories, or addresses outside the United States. All products purchased at the Lutron Store are for domestic use only and may not be exported from the United States.

## **SALES TO END USERS ONLY**

The Lutron Store only sells and ships products to end users. You may not purchase products at the Lutron Store for resale. By purchasing products at the Lutron Store, you represent that you intend to use, and will not resell, those products. Lutron reserves the right to refuse or cancel your order if it suspects you are purchasing for resale.

## **PROOF OF PURCHASE**

If you have included an email address with your order, Lutron will send you a confirmation of your order via email.

## **PAYMENT METHODS**

Please read our policies regarding payment methods carefully before placing an order. You may pay for products purchased at the Lutron Store by credit card only. The Lutron Store accepts Visa, MasterCard, American Express, and Discover cards. When you provide Lutron with your card information, Lutron will obtain a pre-approval from the card company for the amount of the order, which may result in a corresponding block on your available credit while the pre-approval remains in place. Lutron will bill your credit card when your order is placed.

The Lutron Store requires the credit card security code for any online purchase to protect against the unauthorized use of your card. The security code is an individual three- or four-digit number specific to your card that may be printed on the face of your card above the embossed account number (if American Express), or on the back of your card, on the signature panel (if Visa, MasterCard or Discover).

To pay for anything at the Lutron store, you may only use one credit card for the entire amount and not a combination of credit cards.

## **PRICES/SALES TAX**

Your total order price will include the price of the products on the day the order is placed plus any applicable sales tax and shipping charges, which will be reflected on the proof of purchase that Lutron sends to you. In addition to the price of your purchases, Lutron will charge you sales tax based on your shipping address and the sales tax rate in effect at the time your order is placed. If the sales tax rate for the state to which your order is shipped changes before the product is shipped, the rate in effect at the time your order is shipped will apply. Lutron reserves the right to change prices for products sold at the Lutron Store at any time, including correcting pricing errors that appear on the Store.

## **TAX-EXEMPT ORDERS**

Lutron Store does not accept tax exempt orders. Please contact Lutron's Customer Service at 1-888-588-7661 for additional information related to tax exempt orders.

## **SHIPPING / RISK OF LOSS**

Lutron offers free shipping for all Lutron Store purchases and will ship via UPS Ground only, though the Lutron Store reserves the right to make alternate shipping arrangements. Title and risk of loss to all products will pass to you on delivery.

**Undeliverable Packages and Failed Delivery Attempts:** The carrier will notify you when an undeliverable package is returned to Lutron. Please contact Lutron Customer Service at 1-888-588-7661 to make arrangements for reshipment. Additional costs to reship the product may apply.

## **ORDER PROCESSING**

The estimated shipment date on your order is based on product availability, payment processing time, and warehouse processing time and does not include transit time. Lutron does not begin payment processing until Lutron receives all of the information that it needs for full payment. Lutron will begin payment processing for orders placed on weekends or holidays on the next business day. Business days are Monday through Friday, excluding federal holidays.

Your order for in-stock items that are eligible for same-day shipping must be received before 2:00 p.m. ET, pending payment processing, for there to be adequate remaining time in the day to ship your order.

Please review the [Product Availability](#) section below for additional information regarding order processing and product availability times.

## **PRODUCT AVAILABILITY**

Lutron makes every effort to ship your product according to the estimated lead times provided by the Lutron Store at checkout. The estimated lead times are in business days (Monday through Friday, excluding federal holidays).

Refer to your order confirmation (if you provided an e-mail address) or contact Lutron Customer Service at 1-888-588-7661 for order status information.

Lutron may restrict the number of items that you can purchase. Lutron will post limitations on quantity on the Lutron Store web site or will inform you of product

purchase limits at the time it processes your order. Lutron reserves the right to change quantities available for purchase at any time.

Lutron makes every effort to supply you with the products you order. Lutron may occasionally confirm an order but subsequently learn that it cannot supply the ordered products, either at all or in the quantities ordered. This situation may occur when Lutron decides to stop manufacturing a product or cannot source components for the configuration you ordered, or when there was a pricing error at the Lutron Store when you ordered. In those circumstances, Lutron will contact you to inform you and, if you are interested, may suggest alternative products that might meet your needs. If you do not wish to order alternative products, Lutron will cancel your order for products that it cannot supply, and for any other products that you no longer wish to order as a result, and will refund your purchase price for those products.

## **PRODUCT WARRANTY**

All Lutron products carry a limited warranty against defects in materials and workmanship. Lutron's warranties differ in length, scope of coverage, limitations, exclusions and other terms from product to product. You may review a copy of the Limited Warranty on new products, including its limitations and exclusions, before you purchase, by clicking the appropriate link below:

[AuroRA Warranty](#)

[Standard Wallbox Warranty](#)

By purchasing at the Lutron Store, you acknowledge that you have had an opportunity to review Lutron's warranty terms, have done so to the degree you need to be familiar with them, and accept their terms and conditions, including the limitations, exclusions, and disclaimers in them. If you have any questions regarding Lutron's warranties, please contact:

Warranty Information  
Lutron Electronics Co., Inc.  
7200 Suter Road  
Coopersburg, PA 18036-1299

Certain state laws do not allow limitations on implied warranties or the exclusion or limitation of certain damages. If these laws apply to you, some or all of the disclaimers, exclusions or limitations may not apply to you, and you might have additional rights.

## **RETURN AND REFUND POLICY**

If you are not satisfied with your purchased Lutron product, please call Lutron Customer Service at 1-888-588-7661 for a Return Material Authorization (RMA) within 30 calendar days of the product shipment date. Lutron does not permit the return for refund or exchange of configure-to-order, personalized or other customized products under any circumstances unless the product is Dead on Arrival (see [Dead on Arrival](#) below for

more information). If the item is returnable and you send it back to Lutron unopened in the original box, Lutron will exchange it or offer you a refund based on your original method of payment. You must include a copy of the original invoice and return the product to the Lutron warehouse within 15 calendar days of the issuance of the RMA, packed in the original, unmarked packaging, including any accessories, manuals, documentation and registration that shipped with the product. Lutron may assess a 15% restocking fee on any opened hardware or accessory.

**Note:** Lutron suggests that you use a carrier that offers shipment tracking for all returns and either insure your package for safe return to Lutron or declare the full value of the shipment so you are completely protected if the shipment is lost or damaged in transit. You will be responsible for any loss or damage to the product during shipping.

### **DEAD ON ARRIVAL (DOA) PRODUCT: SYSTEM FAILURE OUT OF THE BOX**

A Lutron product is considered DOA if it shows symptoms of a failure, preventing basic operability, when you first use it after opening the box. If you believe that your product is DOA, please call Lutron Technical Support at 30 calendar days of the order date. Lutron Technical Support will determine whether the product is DOA and will take the appropriate actions as necessary. If Lutron Technical Support determines that a returned product is not DOA, Lutron will apply its standard product warranty to the product. Should Lutron determine that you misrepresented a returned product's condition and the product is not DOA, Lutron may impose a handling fee totaling up to 15% of the product purchase price.

As new products are offered, Lutron reserves the right to determine whether or not this policy applies.

### **DEFECTIVE ITEMS**

If you discover what you believe is a product defect for any Lutron product, please contact Lutron Technical Support at 1-800-523-9466. If your product does have a defect, your product may be covered under the terms of its warranty. Please refer to the warranty information and other supporting documentation that came with your product. (See the [Product Warranty](#) section for specific information about Lutron's warranties.)

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## **OTHER TERMS AND CONDITIONS**

Lutron is not responsible for typographical errors. Lutron reserves the right to cancel any order placed by you if there was a typographical error on the Lutron Store concerning the pricing or availability of any item you ordered when you placed the order.

Lutron reserves the right to change the terms and conditions of sale at the Lutron Store at any time.

Lutron may make changes to any products or services offered at the Lutron Store, or to the applicable prices for any such products or services, at any time, without notice. The information provided at the Lutron Store with respect to products and services may be out of date, and Lutron makes no commitment to update the information provided at the Lutron Store with respect to such products and services.

Lutron reserves the right, at any time, without notice, to: (1) modify, suspend, or terminate operation of or access to the Lutron Store, or to any portion of the Lutron

Store, for any reason; (2) modify or change the Lutron Store, or any portion of the Lutron Store, and any applicable policies or terms; and (3) interrupt the operation of the Lutron Store, or any portion of the Lutron Store, as necessary to perform routine or non-routine maintenance, error correction, or other changes.

To the extent permitted by law, all sales at the Lutron Store are governed by Pennsylvania law, without giving effect to its conflict of law provisions.

No Lutron employee or agent has the authority to vary any of the Lutron Store's policies or the terms and conditions governing any sale.

If any of these policies are held by a court of competent jurisdiction to be void or unenforceable, such policy will be limited or eliminated to the minimum extent necessary and replaced with a valid provision that best embodies the intent of the policy, so that the policies will remain in full force and effect.

Lutron's failure to insist on or enforce strict performance of these policies will not be construed as a waiver by Lutron of any provision or any right it has to enforce these policies, nor will any course of conduct between Lutron and you or any other party be deemed to modify any provision of these policies.

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