Prism Lighting Group™ Customer Policies

Customer Service Policy

Prism Lighting Group™ is proud of our products and the level of service that we provide to our customers. The satisfaction of all our customers is our number one priority.

Prism's commitment to its customers and community partners stems from its Six Guiding Values:

1. ***Cutting-Edge Solutions:*** We design our products using the latest technology, with the most recent trends and customer needs in mind.

2. ***Green Technology:*** Caring for and sustaining our environment should be the forefront of every business. Our energy-efficient products and solutions are both economic and ecological.

3. ***Value:*** We believe in offering the right product at the right price. Our customers are continually impressed at how cost-effective our solutions and products are.

4. ***Quality:*** We stand behind the quality of our products and services

5. ***Trust:*** We appreciate the importance of establishing and maintaining mutually trusting relationships and partnerships with our customers and partners. At Prism, trust is never taken for granted.

6. ***Ethics:*** We abide by the highest legal and moral standards in our business and community relationships and interactions.

Communication

At Prism Lighting Group™, we believe in building strong relationships. Our team will remain in contact with you throughout the sales process and is always available to answer your questions or address any concerns you may have. We want you to love our products and services and are willing to work with you to ensure your satisfaction and your success in using our products. Help is always just a phone call away.

Cancellation Policy*: During these unusual times, on the occasion of a project being cancelled due to COVID, after the order has been signed and approved; Prism will calculate time, materials and services that have been incurred through the date of cancellation, and submit to the client an invoice for payment.*

Prism will calculate the invoice within 30 days of the cancellation and reconcile the invoice costs from any deposit payment and allow the client to choose between applying non-used funds for future projects or process a credit payment back to the client.

Product Warranty

Prism guarantees its products against failure or defects for a period of 1 year** from date of purchase. This warranty is void if any damage to the product is due to misuse, abuse, neglect, accident, improper installation by non-Prism certified lighting technicians, or any uses contrary to the instructions accompanying the product. Prism Lighting Group™ assumes no liability for special or consequential damages. The value of the warranty is for replacement products only and may be obtained by returning the product (transportation charges prepaid) along with a receipt of purchase or other documents acknowledging the initial sale. Prism Lighting Group™ assumes no liability for the reinstallation services of warranty replacement product unless it is found to fall under the Prism Service Warranty guidelines.

**Some products do have extended warranties, therefore, for warranties duration on products please refer to the product spec sheet, website product page or your sales representative.*

Installation/Fabrication Warranty

To ensure service quality, all our installations are conducted and inspected by Prism certified Electronic technicians. As Prism certified electrical technicians, we take pride in our workmanship and follow strict guidelines for installation. However, we realize that occasionally issues may arise that are beyond our control. Therefore, we warranty the installation of our product for 1 year from the date of installation when the installation is conducted and inspected by Prism certified electrical technicians and or electricians. In the event of an issue, installation repairs must be made while on the manufacturing floor or prepared in our fabrication shop. The value of the warranty is equal to the value of service labour to reinstall under the original timeframe, location, and installation conditions. Prism Lighting Group™ assumes no liability for special or consequential damages. If an installation project is disassembled and reassembled by outside installers, we will ensure they have the information and instructions required to do so correctly. However, we cannot warranty the installation services of a non-Prism certified Electronic technician or electrician. This warranty is void if issues arise from improper installation and /or dismantling by non-Prism certified technicians or electricians.

Programming Service Warranty

If Prism is providing installation of the Programmable LED products and/ or programming software. The Service Warranty terms would apply. However, be aware that Prism Lighting Group™ assumes no liability for the programming nor the compatibility of the Programmable LED products with the software if the software and programming are not purchased, programmed, installed and tested by Prism Lighting Group™.

DMX Product Warranty

Please be aware with the sale of DMX controlled lighting, Prism Lighting Group™ provides options for pick & pack, layout, product installation, software installation, software programming, integration with product and testing based on basic operations.

The purchase of DMX product is covered under our Product Warranty and is limited to the replacement of the product only. Prism Lighting Group™ assumes no liability for special or consequential damages, including installation.

If in addition to the DMX product purchase, Prism is providing installation of the DMX product and/ or programming the DMX software. This falls under our DMX Service Warranty terms above. Prism Lighting Group™ assumes no liability for programming nor the compatibility of the product with the software if the software and programming are not purchased, programmed, installed and tested by Prism Lighting Group™.

Pricing Policy

As part of Prism Lighting Group's commitment to customer satisfaction, it is our priority to offer competitive pricing and a high level of value for our customers. Pricing provided on quotes from Prism Lighting Group™ does not include electrical inspection costs. Prism Lighting Group™ recommends that every permanent installation be ESA or CSA Inspected. Costs associated with these inspections are the responsibility of the customer.

All labor and service costs are quoted assuming that the work can be completed within regular business hours (8:00 am – 5:00 pm, Monday-Friday). Labor service urgent booking request with less than 48 hours notice or bookings outside of regular business hours are charged at a premium rate. This increased rate also applies to weekends and holidays.

Shipping & Delivery of Goods Policy

Prism Lighting Group™ products ship Monday through Friday (holidays excluded).

Please allow for a standard delivery time of 5 - 7 business days. Prism requires up to 2-3 weeks to complete an order and may require more time on manufactured products. If you require faster service for your trade show demands, Prism will do everything possible to make it happen, but no guarantees can be made. If you require express shipping in any way, you will incur additional charges to accommodate these costs. Large quantity order deliveries or special orders will be evaluated on an individual basis.

Return Policy

General Returns

Returns will be accepted within 30 days for credit or money back. A credit or money back is allowed when the product is returned in a resalable condition. Prism will only honor an in-store credit if your lighting product was installed and used. Prism will give you a credit for your purchase towards another lighting product of your choice if we are contacted within the required 30 days. All returns must be shipped in original factory cartons as received.

No return will be accepted without prior authorization from Prism Lighting Group™. Click here to complete the Returned Materials Authorization Form. No returns will be authorized for non-defective custom products fabricated to customer's specifications.

Fees

There is a 25% restocking charge on all non-defective returns. Payment for return shipping and any subsequent damages from return shipping are the responsibility of the purchaser. Credit will be given for freight charges for the return of defective goods only.

Undeliverable goods

Upon placement of an order, please check your confirmation email immediately to ensure the "ship to" address is correct. Should the address be incorrect, please contact Prism Lighting Group™ immediately. Shipping costs from product returns due to an incorrect address will not be refunded or credited under any circumstances.

Freight Claims

Damaged, lost or shorted shipments are the responsibility of the freight carrier and must be promptly reported. Any shortages or obvious damage to the cartons or products must be filed within 15 days of delivery. Please retain the packaging material for FedEx/USPS/UPS/Purolator inspection and claim. Failure to follow these procedures will negate the possibility of a successful claim. Any loss as a result of improper receiving or untimely claims is the responsibility of the customer.

Damaged Goods or Shipping error

If any product is received damaged not as a result of carrier or incorrect product was shipped on your order, Prism Lighting Group will replace it at no extra charge. Return shipping labels will be provided to customers for the return of items.

Warranty or Defective Goods

At Prism, we stand behind every item we sell with a Product Warranty Return Plan. This plan supports the replacement or repair of any product that does not meet our quality standards. Prism's objective is to identify and retrieve any defective products in the marketplace and minimize the inconvenience to our customers.

A Return Materials Authorization (RMA) Form is a guideline for our customers to provide detailed instructions and procedures for conducting a successful warranty claim. Click here to complete the Returned Materials Authorization Form.

All repaired products are retested to ensure they meet Prism's standards for quality. Please contact Customer Service by email or telephone regarding any Return Materials Authorization requests, warranty claims, or damaged goods. Customers can expect to receive a timeline for shipping, repair and return.

Claims on shipped items must be made within 15 days of package delivery. Please inspect your purchases immediately upon receipt as no claims can be made after the 15-day

period. (**Note: if you are purchasing a lighting fixture that is being installed a few months down the road, test it when it arrives, not when it's being installed! The 15-day window will have long expired**). Please advise Prism of any defect in the product as soon as it arrives. Prism may require an image of the product defect depending on the situation.

Procedure

Before returning a product, contact Prism Lighting Group for Return Materials Authorization (RMA) or click on the link below. Prism Lighting Group will provide you RMA number.

https://www.prismlightinggroup.com/return-authorization-ra-request/

Within 21 days of the date that Prism Lighting Group issues the RMA number, ship the product in strict compliance with the following:

- Ship back all products you are seeking to return to Prism Lighting Group and for which you received an RA number. For partial returns, your credit may be less than the invoice or individual item price due to bundled or promotional pricing or any unadvertised discounts or concessions.
- Return the product/s in their original packaging, in as-new condition, along with any other items that were included in your original shipment such as manuals, connectors, power cables.
- Use the shipping label provided by Prism Lighting Group, wherever applicable, to ship the product/s back. If you are returning multiple items, you should have multiple and uniquely numbered shipping labels, one per each individually boxed item. Mark all the boxes with the RA number provided

In case of non-defective returns, the customer bears the responsibility of return shipping.

General Terms and Conditions

Welcome to Prism Lighting Group™. If you continue to browse and use our website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our Privacy Policy, govern Prism Lighting Group's relationship with you in relation to this website.

The use of this website is subject to the following terms of use:

The content of the pages of this website is for your general information and use only. It is subject to change without notice. Neither Prism nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law. Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through Prism Lighting Group™ meet your specific requirements.

The Prism Lighting Group™ website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics of the website. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.

All trademarks reproduced on Prism Lighting Group™, which are not the property of, or licensed to the operator, are acknowledged on the website. Unauthorized use of this website may give to a claim for damages and/or be a criminal offense.

From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

You may not create a link to this website from another website or document without prior written consent from Prism Lighting Group™.

Privacy Policy

By visiting the Prism Lighting Group™ website, you agree to accept the practices described in this Privacy Notice.

Changes to this Privacy Notice, Conditions of Use and Notices*:* This Privacy Notice and our Terms of Use will change over time and the use of information which we gather now is subject to these notices and terms as modified. Please check this policy periodically as you continue to visit our website to see if any changes have been made. This privacy notice was most recently changed on Dec 23, 2015. If you visit our website, your visit and any dispute over privacy are subject to this notice and our Terms of Use, including the application of the laws of the Province of Ontario, Canada.

We gather the following types of information:

Information you give us: Prism Lighting Group™ collects any information which you enter on our Website. This information is normally provided when you search, buy, participate in a contest, sweepstakes or on-line survey, or when you communicate with any of our departments such as Customer Service, Sales or Technical Services through our website, telephone, mail or fax. You also provide information when you establish an account with us. Examples of the types of information you may supply us with include your name, address, telephone number, credit card information, e-mail address, and financial information.

Automatic Information collected by us: Whenever you visit the Prism website, we collect and store information including “cookies” which remember information about a visitor from one page to the next and from one visit to the next. We collect and analyze the IP address used to connect your computer to the Internet, login, password, computer and connection information such as your browser type and version, operating system and platform,

purchase history, confirmation when you open e-mail that we send you, the URLs which lead you to and around our website including the date and time, the pages and or products you viewed or searched for and the phone number used to call our voice telephone numbers. Your browser allows you to reject cookies and software is available from third parties which will allow you to visit our website without providing this information. You are welcomed on our website if you use this software, but we will not be able to offer you our personalized services.

Orders: If you place an order, Prism uses a secure order form which requires you to provide contact, billing, and financial information. This information is transmitted to your credit card company to authorize your purchase. At certain times, we may offer financing options with or without third party participation. If you use a financing option, the information provided by you (such as your address, birth date, and credit card number) may be used to request a credit report from third parties or may be sent to a third party for processing.

Action Tags: Prism Lighting Group™ web pages may contain action tags set by third party firms for the purpose of collecting anonymous information about the usage of our site by customers. Action tags are also known as web beacons or 1-pixel gifs. Action tags are a technique used to compile aggregated statistics about the effectiveness of our website. They do not use personally identifiable information, such as names or addresses, and do not link online actions to an identifiable person.

Sharing of Information with third-parties: Affiliated Businesses and Prism Lighting Group™: We may share any information that you supply to us with any affiliated business that is substantially controlled by Prism Tradeshow Products International Inc. Any information that is shared this way will be subject to this Privacy Notice.

Independent Contractors: Prism may employ other companies or individuals to provide services to us such as sending an e-mail, providing click to call telephone calling services, analyzing customer lists and data, and providing marketing assistance or consulting services. These third parties will have access to the information needed to perform their functions but cannot use that information for any other purpose.

Third-Party Service Providers: Third-party service providers have their own privacy and data collection policies which are not controlled by Prism Lighting Group™. We have no responsibility or liability for these policies and urge you to contact the third-party provider if you have any questions. We may occasionally partner with third parties in various email programs.

Orders and Catalogue Requests: When you place your order and/or when you request that we send you product PDF files, we may share your name, mailing address and purchase category information with a few carefully selected marketing partners who may bring you offers of interest. If you wish to opt-out of sharing this information with these companies, please call 905-791-6512 or email info@prismlightinggroup.com. Prism Lighting Group™ will never share any telephone number(s) or financial information which you have given us with any marketing

partner(s).

Aggregate Information: We provide aggregate information to some of our business partners. This information does not allow them to identify you individually.

Vendors: We provide some of our vendors with your contact information so that they may contact you directly with product support information.

Credit Card Companies and Shippers*:* When you buy something from us, we send your credit card information, name, billing address and the amount of your purchase to your credit card company to verify and authorize the purchase. Your name, telephone number and shipping information must be provided to third party shippers such as UPS, Federal Express and the United States Postal Service to deliver your purchase.

Third Party Transaction-Level Data: If you visit our site from a third-party site, the third- party site may be able to access your individual transaction information. In order to track and credit your transaction, the third-party site may give you a unique code, cookie or graphic, which will uniquely identify you. This will only happen if you link directly from a third-party website to our website. Any transactions made at our website while such a code is active will be reported back to the third-party site. We will only report non-personal information to these sites such as the date of the transaction, the product(s) purchased, and the amount spent. We will not report an information to these third-party sites that will allow them to personally identify you. However, based on information which may have previously been collected from you by the third-party site, they may be able to personally identify you by combining the information they have gathered with the information sent by us. Prism recommends that you read the privacy policy posted by the third-party site to see how they may use this information.

Third-Party Ads, Surveys and Promotions: We may use third parties to display ads, surveys and various promotions on our website. These will always be labelled with the third-party name. These third-party applications may contain cookies or other code which are outside of our control. Although we will attempt to only work with third parties who respect your privacy, we are not responsible or liable for any information collected by these third parties or how it is used. Prism recommends that you contact the third-party directly or check the third party's Privacy Notice to see how any information that they may gather will be used.

Link to Third-Party Site: Our website contains links to third-party sites, such as our vendors. Prism Lighting Group™ is not responsible or liable for the privacy practices or content found on these sites. We suggest that you check the Privacy Notice of each site you visit for s p e c i f i c details.

Law Enforcement and Protection of Users: Prism will release personally identifiable information to third parties and organizations when we believe it is appropriate for us to do so to comply with the law. We will also do so to cooperate with law enforcement investigations, comply with court orders or subpoenas, and protect the legal rights of Prism and our users, or when we believe it is needed for fraud protection and/ or credit risk reduction.

Business Transfer: In the unlikely event that Prism Lighting Group™ is sold, has all its assets acquired, or merges or becomes affiliated with any other individual or entity, any customer information owned or under the control of Prism Lighting Group™ may be one of the transferred assets.

Security: Our website protects the security of the personal information you transmit to us by using Secure Sockets Layer (SSL) software, which encrypts the information you input during the transmission to us. We do not reveal your credit card number when we confirm your order. In order to protect against unauthorized access to your account, you should log off when you finish visiting our site.

Choice/Opt-Out: Our website gives you the opportunity to opt-out of receiving communications from us. If you no longer wish to receive communications from us you may opt-out by calling 905 791-6512 or email at info@prismlightinggroup.com

Children's Online Policy: Prism Lighting Group™ is committed to the preservation of online privacy for all its web site visitors, including children. Consistent with the Children's Online Privacy Protection Act, we will not knowingly collect any personally identifiable information from children under the age of 18. Prism Lighting Group™. sells products intended for purchase by adults. If you make a purchase on the Prism Lighting Group™ website, you are representing that you are an adult. If you are a child under the age of 18, you must ask your parent or guardian to assist you in using http://www.prismlightinggroup.com and Prism Lighting Group™.