

	<p>We value your business and hope that you will be a long term client. Our goal is to provide the very best in product quality and customer care.</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>RETURNS/REFUNDS/CREDITS</b></p>	<p><b>Returns</b> Returns for credit or refund are accepted within 30 days of purchase. A 15% restocking fee would be charged after 5 days of purchase. Refer to <a href="#">Warranty Guidelines</a> for exceptions. Receipt is required for all returns.</p> <p><b>Damaged or Defective Goods</b> Inspection of goods is critical. Please be sure to inspect all goods for physical damage upon receipt. Refer to <a href="#">Warranty Guidelines</a> for applicable situations. Customers who sign for delivery, and do not notate 'damage', assume responsibility if merchandise is damaged. Returns for damaged or defective merchandise is accepted within 14 days of purchase unless covered under our Warranty Terms. Please refer to <a href="#">Warranty Guidelines</a>.</p> <p><b>Items not eligible for returns/refunds/credits</b> Special/custom orders, unless there is a manufacturer's defect. Special purchases including clearance items, inventory sale items. Any items marked FINAL sale on receipt. Any items that have been assembled, installed (including cut or clipped wires), modified in any way. Any items that are not in original packaging. Any items that are not in resaleable condition. Any items that are not accompanied by a copy of the invoice/sale receipt. Any items not purchased from Tang Yuk Lighting/CE Tang Yuk.</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>SPECIAL ORDERS</b></p>	<p>An item that is ordered specifically for a customer is considered a special order and subject to the following terms.</p> <p><b>Quotations</b> Quotations will remain valid for a period of 30 days unless specified otherwise. Bulbs are not included with lighting fixtures unless stated. Prices quoted are based on the current exchange rate on date of quotation and are subject to change.</p> <p><b>Changes</b> Any changes, alterations, reductions or cancellations must be sent in writing within 24 hours of acceptance of an order. We reserve the right to retain any deposits or charge in full for any goods supplied or fabricated where cancellation is not made within the period specified.</p> <p><b>Payments</b> Payment towards any order implies acceptance of our Terms and Conditions. All monies paid as a deposit for special orders are non-refundable. Any payment made towards special orders is not transferrable to other invoices or orders. Failure to pay the invoice on the specified due date will accrue interest at a rate of 2% on the overdue balance. CE Tang Yuk retains title to all merchandise until full payment is received.</p> <p><b>Returns/Refunds</b> Special orders are ineligible for return unless there is a manufacturer's defect. There will be no refund or exchange on cables/wires that have been cut. Any item that a customer wishes to return must be accompanied by a copy of the invoice.</p> <p><b>Product Delivery</b> CE Tang Yuk shall not be liable for any delay in delivery or for non-delivery, in whole or in part, caused by the occurrence of any contingency beyond the control of either CE Tang Yuk or CE Tang Yuk's suppliers, including, but not limited to, war (whether an actual declaration thereof is made or not), sabotage, insurrection, riot or other act of civil disobedience, act of a public enemy, failure or delay in transportation, act of any government or any agency or subdivision thereof, judicial action, labor dispute, accident, fire, explosion, flood, storm or other act of God, shortage of labor, fuel, raw material or machinery or technical failure where CE Tang Yuk has exercised ordinary care in the prevention thereof.</p>
	<p>Any variation of the conditions herein is inapplicable unless authorized by CE Tang Yuk and Company Limited.</p>