

**Matrix Lighting, LLC (DBA – Matrix Mirrors)**

**6464 Warren Drive**

**Norcross, GA, 30093**

**T: (678) 580-5717**

**E: [admin@matrixmirrors.com](mailto:admin@matrixmirrors.com)**

**[matrixmirrors.com](http://matrixmirrors.com)**

**TERMS AND CONDITIONS**

Matrix Mirrors Terms and Conditions apply to all products sold and quotes made by the company and its associates. Matrix Mirrors reserves the right to amend these terms and conditions at any time.

**QUOTES**

Documents detailing product quotes are only valid for the period specified for the organization or individual listed therein. Market fluctuations and government intervention impacting raw materials, transportation, and tariffs may influence product availability, lead times, and pricing. Matrix Mirrors reserves the right to amend open quotes at any time.

**CUSTOM DESIGNS**

Submitting a purchase order for a custom design verifies approval of the provided, most current design drawings and specifications unless otherwise agreed upon.

**RETURNS**

No returns on custom products. Returns are acceptable for single orders of up to five standard sized mirrors with a 25% restocking fee and no refund on any shipping charges. Products must be in factory condition and returned in the original packaging within thirty days of receiving. Matrix Mirrors is not responsible for return shipping.

**SHIPPING**

Matrix Mirrors schedules shipping in a timely manner using the most economical and efficient method. Order quantities of more than one unit to a single destination will generally ship via a freight service. Orders of products larger than 24"x36" will generally ship via freight service regardless of order quantity. Estimated Shipping Dates (ESD) are subject to change and are often determined by order quantity.

Receivers must inspect all products upon arrival at the shipping address provided at the time of order. Any visible damage must be reported to the carrier at the time of receiving on all documents before signing for the goods. Visible damage resulting in product damage not reported to the carrier at the time of receipt will not be eligible for free replacement or repair. Concealed damage incurred during shipping must be reported to Matrix Mirrors within 30 days receiving. Matrix Mirrors is not liable for damages on any additional shipping done outside of what is specified in the product order or its agreement with the customer or receiver. Report damage from the shipping destination.

REPORT DAMAGE BEFORE INSTALLATION WITHIN 30 DAYS OF RECEIVING. DAMAGE REPORTED AFTER INSTALLATION WILL NOT BE ELIGIBLE FOR FREE REPLACEMENT. THIS INCLUDES MAJOR SCRATCHES (Anything larger than 2 inches) AND SMALL CHIPS TO THE CORNERS WHICH ALMOST ALWAYS OCCUR DURING INSTALLATION.

#### INSTALLATION

Matrix Mirrors is not liable to damage to its products during installation. Matrix Mirrors is not responsible for damage to personal property due to improper installation or from an installation performed by an unlicensed person.

Matrix Mirrors will not be liable for any additional fees incurred due to material imperfections or defective parts if incurred more than 180 days after the products from an order have been delivered.

#### TARIFFS

Customers are responsible for all tariffs that may be placed upon a product during shipping. Matrix Mirrors will not refund any tariffs in valid returns.

#### WARRANTY

Please view the Matrix Mirrors Warranty Statement for more detailed information on the company's warranty policy.