



Terms and Conditions

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Paying with Credit Card

We accept credit card payment for online orders using Authorize.net, a secure payment processing organization.

Please provide the "Bill to" address exactly as it appears on your credit card billing statement. During the Authorize.net authorization process they will validate that the "Bill to" information you provided matches the information on file with your credit card issuing company. The processing of your order may be delayed if Authorize.net cannot verify the "Bill to" information or the information does not match the address information on file.

For security reasons we do not retain any credit card information on our systems.

We accept the following payment types:

Visa®, MasterCard®, Discover®, American Express®

The merchant name that will appear on your credit card statement is: Lighting Analysts, Inc.

Processing an Order

Lighting Analysts strongly encourages all customers to utilize our online store and order using a credit card. This is the fastest avenue to getting your software up and running. In the event you request an order be processed using your firm's Purchase Order, please understand you must agree to our Terms and Conditions below:

1. Acceptance of Terms: You must agree to all terms and conditions contained within these Terms and Conditions and linked Privacy Policy.
2. Performance:
 - a. You must agree that our EULA supersedes all other agreements and terms contained within your Purchase Order.
 - b. Recognize that we may decline to accept your Purchase Order for any reason.
3. Payment:
 - a. Your invoice will be provided in PDF format via email with secure payment link (credit card and bank draft).

- b. Your payment will be submitted within the terms granted on our Invoice and in USD only.
 - c. You may submit an Electronic Payment following our Electronic Funds Transfer guidelines, available on request.
4. Please obtain a current quotation from accounting@agi32.com prior to placing your purchase order (provide products and quantities and LAI Account number if a previous customer). Pricing discrepancies between your Purchase Order and quotation can delay your order and may result in refusal.
5. If you agree to our Terms and Conditions, please submit your Purchase Order to accounting@agi32.com for review. If we accept your Purchase Order, please allow 5 business days to complete the order. You will be notified when your order is complete. Product installation instructions and invoice will follow by email to those contacts detailed in your Purchase Order.
6. If your firm requires enrollment / registration to a vendor-portal or further certification / terms or conditions, please consider ordering online with payment by credit card for expediency or consider using a third-party reseller (see below).
7. If using a third-party vendor to secure your software subscription, please provide pre-approval for your vendor to contact Lighting Analysts. Your approval releases your subscription and pricing information to your third-party vendor. Lighting Analysts will invoice the third-party vendor directly and in the case of delinquent payment, may suspend your subscription until payment is received.

How to Change Your Order

If you find that you have made an error in your order, please notify us immediately by e-mailing or calling us (our contact information below).

Customer Service Email: accounting@agi32.com

Telephone: 303-972-8852

Returns and Exchanges

Our software provides a 30-day satisfaction guarantee. Please see our software EULA for details (Help menu – About topic within the software)

Sales and Use Taxes

We collect sales tax in the United States of America only. We constantly monitor all states for nexus thresholds and may charge sales tax on your order depending on our standing with each state. If we are obligated to collect sales tax in your state, you will find it automatically added to the order total when using our online store.

A notice to the consumer in non-collecting states: you may be required to remit sales and use tax independently in your state.

Training Class Terms & Conditions

Cancellations

Cancellations WITHIN 14 business days of the class date are subject to the following policies:

- If Lighting Analysts is able to fill the vacancy created by your absence, the fee is fully refundable, less a \$25 cancellation fee per student.
- If Lighting Analysts is unable to fill the vacancy, the fee is nonrefundable. Registration will be accepted at a future course at 50% of the standard tuition rate.

Cancellations OUTSIDE of 14 business days of the class date are subject to the following policy: Lighting Analysts will refund the enrollment fee, less a \$25 cancellation fee per student.

Payment Terms

The payment date for an AGi32 Training Class is fourteen (14) business days prior to the class date. Lighting Analysts invoices shall be paid by the purchaser within thirty (30) days of the date of invoice unless the thirty days exceeds the payment date described above.

Pricing

Once an order is processed, all prices are final. No future discounts or coupons may be applied.

Reservations

Lighting Analysts will not reserve training seats without payment; all charges are processed at the time of the order. Purchase Orders will be processed upon receipt, the invoice will be e-mailed the same day. Lighting Analysts reserves the right to cancel training classes with fewer than six attendees two weeks prior to the class date. A full refund will be granted to all paid attendees.