



TERMS AND CONDITIONS
IMPORTANT!

Please inspect your product(s) immediately upon receipt! Should you find any damage or defects, please notify Charleston Gas Light at (877) 427-5483! Charleston Gas Light warrants its products to be free from mechanical defects incurred during manufacturing and any damages incurred during shipping. All products are shipped insured, but this insurance is voided if an inspection and claim aren't made within two business days of receipt.

In order to ensure you receive the finest in service and quality, Charleston Gas Light requests that you acknowledge certain terms and conditions before your order can be completed.

ORDERING:

1. Customer must sign, fax, mail, or email acknowledgement of his/her order and terms and conditions before Charleston Gas Light (CGL) can complete an order.
2. Any problems regarding lanterns must be addressed directly by Charleston Gas Light by calling or emailing Charleston Gas Light immediately.
3. Charleston Gas Light warrants that its lanterns are free from mechanical defects and damages incurred during manufacturing and shipping.

DAMAGED GOODS, RETURNS, AND EXCHANGES:

1. Charleston Gas Light will authorize and pay for the return of any product that has been inspected, is discovered to be damaged, AND is reported to CGL as damaged within two business days of receipt. Failure to inspect the merchandise and report damage will result in delays in ensuring customer satisfaction.
2. The ORIGINAL packaging must be saved for inspection by the shipping carrier for any merchandise that is discovered upon inspection to be damaged.
3. Because all of our lanterns are custom made, any approved return or exchange for any reason other than that covered in clause (1) of RETURNS AND EXCHANGES will incur a restocking fee of \$150 or 20%, whichever is greater, of the total sale price per lantern.
4. Any returned product must be returned in its original packaging or in equivalent packaging.
5. The customer is responsible for insuring the package for full value and shipping of all products returned for any reason other than those covered in clause one (1) of RETURNS AND EXCHANGES.
6. Lanterns cannot be returned for any reason after they have been hung or mounted on a wall, post, or column.
7. Lanterns cannot be fitted with electronic igniters and finishes cannot be added seven days after order placement.
8. CGL is not responsible for damage due to Acts of God, incorrect mounting, or improper installation.

OTHER INFORMATION:

1. Seeded glass, frosted glass, or otherwise special order glass is not recommended on natural gas or liquid propane lanterns and is not guaranteed by CGL.
2. Copper or solid tops are recommended on all Liquid Propane lanterns.

I, the undersigned, acknowledge that I have read and accepted the above conditions.

Signature _____ Date _____