



MHT Lighting

1. RMA Request

- a. All RMA requests will need to be sent to returns@mhtlighting.com. We have hired MaryEllen (Maryellen@mhtlighting.com) to handle these requests. This will be her sole responsibility at MHT and she will respond to requests within 48 hours.

2. MHT Retrofit kit Form

- a. MHT has created a retrofit kit form used to process and track retrofit projects. Given the increased activity for kits, we will charge a labor fee (\$125/hour) for fixtures that we retrofit. This is a charge to the customer, not the rep, and if an order of at least 50 pieces is submitted, MHT will credit back the labor charge. This fee will fall into our standard Net 30 day terms from the time the retrofitted fixture is shipped back to the customer.

If MHT can indeed retrofit the fixture, we will then need a PO for the lamp and ballast that is used from the rep. If the fixture cannot be retrofitted, there will be no labor charge. The customer will be responsible for all shipping whether the fixture can be retrofitted or not. It also should be noted as of now all retrofitting is done in Staten Island, NY only.

3. Sample Policy

- a. A purchase is order required to process a sample order, email requests will not be accepted

4. Shipping Policy/Claims Process

- a. We have updated our shipping policy/claims process to reflect the following: The customer has 24 hours to report physical, external box damage and 7 days to report shortage or concealed damage. MHT will be responsible for making claims however customer will be responsible for alerting MHT of damage based on the above.

- b. Shipping overseas
 - i. Depending on final destination of customer, additional costs may apply for international shipments, even if order is over \$5,000.

5. Orders & Tracking

- a. All orders need to be submitted to orders@mthlighting.com or faxed to 888-868-5804. Any order not submitted through the above may be delayed.
- b. Order inquiries or status should be sent to terri@mthlighting.com
- c. Please note that unless otherwise approved by MHT, any pricing that is below a commissionable level (10% or 7.5%) will be rejected.
- d. MHT does not accept emails to process an order. To process the order in a timely manner the rep must submit a purchase order that contains the following information:
 - i. Rep Name
 - ii. Product Code
 - iii. Quantity
 - iv. Ship To/Bill To
 - v. Commission % and overage
 - vi. PO Number

Not having this information on the PO will delay MHT processing

6. Credit Applications

- a. Please be advised that no order will be going out without the proper credit application completed. Within 24 hours of receiving an order we will submit a credit application package to the rep to then send to the customer. We will also alert within 24hrs if a customer is on credit hold. Keep in mind statements go out the first of every month to update the customers of their current credit status.
- b. To expedite orders, the reps should check to see if a customer they are working with has a credit application on file and if not to submit the PO and the credit app simultaneously.
- c. Credit applications are handled by Tracy at tracey@mthlighting.com

7. Contact Directories – We have updated our contact directly to reflect the most recent updates.