



## Zuma Lighting Cancellation Policy

Zuma Lighting recognizes the need for clear and detailed cancellation terms to ensure transparency and understanding for all parties involved. Our products are categorized as Standard, Made to Order, or Custom, with specific cancellation policies for each category.

### 1. Standard Items

Standard items are defined as inventory parts that are regularly stocked. This category includes but is not limited to:

- Anchor bolts
- Standard 2-piece base covers
- Handhole covers
- Other standard accessories

#### Cancellation Policy for Standard Items:

- Standard items are subject to a minimum restocking charge of 35%.
- Requests for cancellation must be made in writing and approved by Zuma Lighting.
- The restocking fee will be deducted from any refund issued.

### 2. Made-to-Order Items

Made-to-order items are defined as any fixture or product that Zuma Lighting does not stock as inventory. These items require fabrication, assembly, and/or powder-coating to meet the specifications of the order.

#### Cancellation Policy for Made-to-Order Items:

- Cancellation fees will range from 50% to 80% of the order value, depending on the amount of work completed at the time of cancellation.
- The exact fee will be determined based on the stage of production.
- Requests for cancellation must be made in writing and approved by Zuma Lighting.

### 3. Custom Products

Custom products are defined as items that require special setup or tooling unique to the customer's specifications.

#### Cancellation Policy for Custom Products:

- Custom products are non-cancellable.
- Payment in full is required for all custom orders.
- No refunds will be issued once the order is placed.