



GUANGZHOU GLISZEN TECHNOLOGY CO., LTD

General Terms and Conditions (GTC) for Neon Sign

1. Introduction

Welcome to Gliszen! We kindly ask you to read these Terms and Conditions (hereinafter referred to as "Terms" or "Terms and Conditions") meticulously before accessing or purchasing from the Gliszen or engaging with our purchasing step, customer support, or any other services (hereinafter referred to as "the Service" or "Service") operated by Gliszen (hereinafter referred to as "us," "we," or "our"). Your access to and utilization of the Website and Service is contingent upon your acceptance of and compliance with these Terms.

These Terms are applicable to all visitors, users, and customers (hereinafter referred to as "you," "them," or "they") who engage with the following: access the images, photos, audio, video, and other forms of data or communication (hereinafter referred to as "Content"); utilize the Service; and purchase products, including but not limited to personalized or customized neon signs, lights, lamps, or art (hereinafter referred to as "Products") from Gliszen, over the phone, email, in person, or through any other means, whether electronic, digital, or otherwise. By accessing or using the Website, Service, or by purchasing Products, you unequivocally agree to be bound by these Terms and our Privacy Policy, which can be found on our website. If you do not agree with any part of these Terms, you must refrain from accessing the Website or utilizing the Service.

2. Import Duty

The purchaser is responsible for any import or customs duty charges.

3. Eligibility

To ordering any product from Gliszen, you must be at least 18 years old.

4. Changes to Terms and Conditions.

We may modify these Terms from time to time. When changes are made, we will notify you by making the revised version available on this webpage and indicating the date of the last revision. You should review these Terms regularly, as revised versions will be binding. Continued use of the Website after any modifications indicates your acceptance of the new Terms.

5. Website Availability

We reserve the right to modify, update, or discontinue gliszenlighting.com / retailshoplighting.com at our sole discretion, at any time, for any reason, and without notice or liability.

6. Product Availability

Custom Products are made to order. Standard orders take 7-15 working days, excluding production and shipping. 'Rush' orders take 3-5 working days for delivery. Please select the 'Rush My Order' option at checkout and inform us of the desired arrival date. While we strive to meet these timelines, we make no guarantees as unforeseen issues may arise. Customs clearance may also impact delivery times for certain countries.

7. Purchases

To purchase any Product or use any Service, you may be asked to provide relevant information, including your name, email address, delivery address, and payment information. For details on data collection and usage, please refer to our Privacy Policy.

Gliszen reserves the right to change prices at any time and to refuse or cancel certain orders at our sole discretion. You will be informed of any refusal or cancellation within a reasonable timeframe, along with the reason for the decision.

8. Payment and Billing

- **Shop Signs and Products:** Payment is made at the point of sale, with options to pay via PayPal, WeChat Pay, Alipay, on-line order on Made-In-China or Bank T/T
- **Bespoke Signs Designed by Us:** Full payment is required before production begins. After design approval, production will commence once payment is received.

We reserve the right to modify these Terms and Conditions at any time. Should changes be made, we will notify you by making the updated version available on this webpage and will indicate the date of the most recent revisions at the bottom of this page. We encourage you to review these Terms and Conditions regularly, as revised versions will be binding upon you. Any modifications will take effect upon our posting of the new Terms and Conditions. Your continued use of the Website following any posted changes constitutes your acceptance of the modified Terms.

9. Our Design Service

We offer a free design service, providing one or more designs for your approval at no extra charge. If you change your mind and wish to amend or cancel your order before production begins, we will gladly offer a partial or full refund. Once a custom sign order is approved and in production, refunds are no longer available.

10. Returns & Refunds

- **Faulty Products:** Gliszen only offers returns and refunds for faulty products. We may fix, replace, refund, or partially refund the product, with final resolutions decided on a case-by-case basis at our discretion.
- **Return Process:** To initiate a return, contact us at sales@gliszenlighting.com with details of the product you wish to return, including a short video and photos of the issue. Both video and photos are required for diagnostic purposes.

- **Return Requirements:** If a return is agreed upon, the faulty product must be returned in its original condition and packaging within 14 days of receipt.
- **Resolution Timeline:** If a replacement is agreed upon, we will produce and ship it as soon as possible. If a refund is agreed upon, we will inform you when to expect it.

11. Warranty

- **Coverage:** Gliszen's products include a 1-year warranty covering electrical components when used appropriately. Indoor signs are not suitable for outdoor use or exposure to moisture, which will void the warranty.
- **Hardwired & Installed Signs:** Gliszen is not responsible for costs incurred during installation or uninstallation. If a fault is presumed, we may require photos and videos for diagnostics and may request the sign be returned for repair or replacement.

12. Damaged in Transit

- **Reporting Damage:** If your sign is damaged in transit, report it within 7 days of delivery to be eligible for a replacement. Damage reported after this period will follow our general returns policy.
- **Required Documentation:** To report damage, email to sales@gliszenlighting.com with:
 - A clear photo of the damage to the sign.
 - A clear photo of the damaged box.
 - A clear photo of the shipping label.

12. Lost, Missing & Stolen Signs

Gliszen uses a premium express shipping service requiring a signature upon delivery. If you opt out of this requirement, we will not be responsible for lost, missing, or stolen parcels marked as delivered.

- **Missing Items:** Report any missing items within 7 days of delivery to be eligible for a replacement.