



631-423-2211

WWW.RAINRICH.COM



#109 LED - Icicle Artisticks 48" length

**Classic White** 

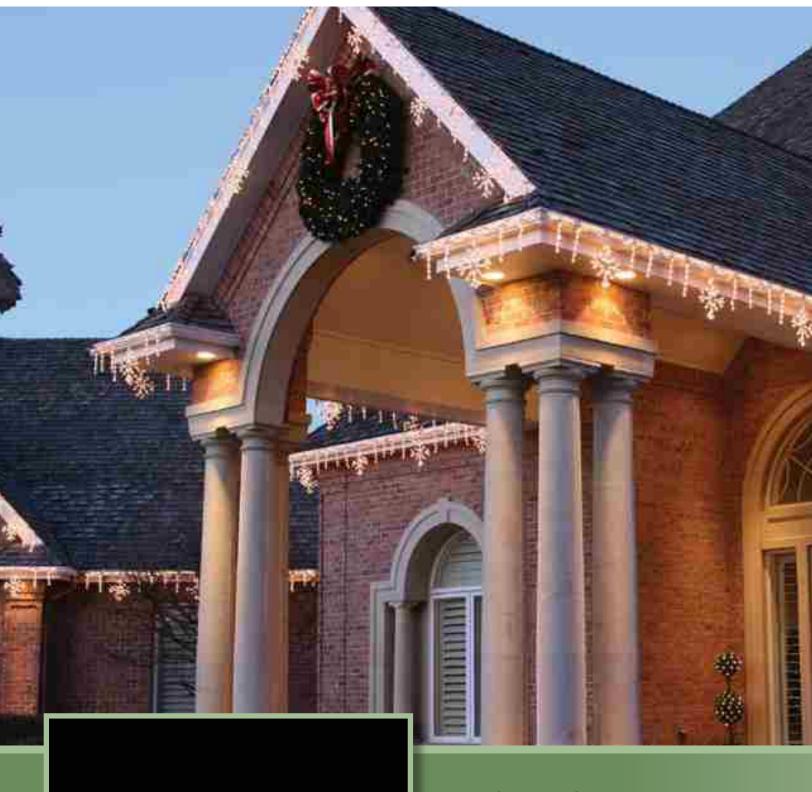






#104 LED - Blizzard Artisticks 48" length Classic White \$44





#108 - Ice Flurry Artisticks 48" length \$36

#108 LED - Ice Flurry Artisticks Classic White 48" length \$47

# Timeless Charm







# A. INCANDESCENT MIXED NOBLE PRE-LIT WREATH

#201 - 36" Nobel Wreath/100 lights/180 tips - \$99 #202 - 48" Nobel Wreath/140 lights/484 tips - \$199 #206 - 60" Nobel Wreath/300 lights/680 tips - \$350 #203 - 72' Nobel Wreath/400 lights/1072 tips - \$499

## B. INCANDESCENT MIXED NOBLE PRE-LIT WREATH WITH DECORATIONS

#201 + #901 - 36" Nobel Wreath/100 lights/180 tips - \$149 #202 + #902 - 48" Nobel Wreath/140 lights/484 tips - \$299 #206 + #909 - 60" Nobel Wreath/300 lights/680 tips - \$475 #203 + #903 - 72' Nobel Wreath/400 lights/1072 tips - \$649

# C. INCANDESCENT MIXED NOBLE PRE-LIT WREATH WITH DECORATIONS AND BOW

#201 + #280 + #901 - 36" Nobel Wreath/100 lights/12" bow - \$184 #202 + #281 + #902 - 48" Nobel Wreath/140 lights/18" bow - \$344 #206 + #282 + #909 - 60" Nobel Wreath/300 lights/24" bow - \$540 #203 + #283 + #903 - 72' Nobel Wreath/400 lights/36" bow - \$748

Also Available - 30" Mixed Noble Wreath



#200 - PRE-LIT MIXED NOBLE GARLAND

High quality garland perfect for use as swag, to wrap poles, columns, archways and to drape over anything. 9" LENGTH 100 LIGHTS 240 TIPS

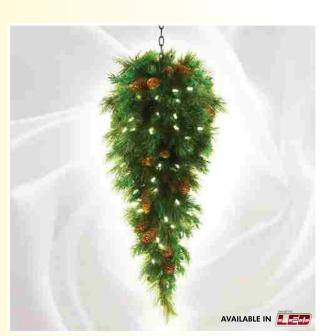
\* Available in LED



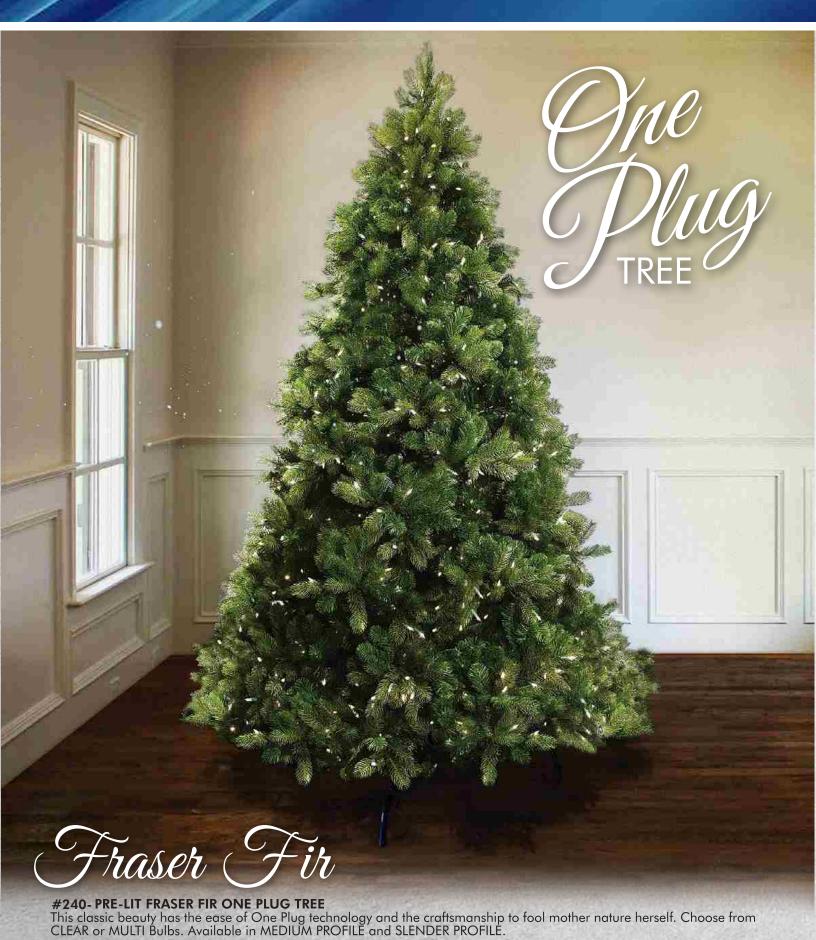
#271- ESTATE 30" BATTERY OPERATED WREATH
LED Estate Cordless Front Door Wreath. Hang it
anywhere you want to add a touch of holiday cheer.
Timer mode makes this item nearly carefree.
30" HEIGHT 100 LIGHTS 271 TIPS
\$95



#222 - WINDSOR STAKE TREE
Place this diminutive beauty in a clay pot or stake it in
the ground along your walkway. Ground stake attachment
included.
140 LIGHTS 411 TIPS
\$175



#219-MIXED NOBLE 36" TEARDROP
Commercial-grade lights, durable outside; UL rated, UV protected for non-fading.
36" HEIGHT 50 LIGHTS 111 TIPS
\$57



7.5' HEIGHT 800 BULBS FULL PROFILE **\$615** 



#959- C9 LED WARM WHITE \$1.50 #970- C7 LED WARM WHITE \$1.50 Sun Warm White faceted bulb for the holiday season. The LED bulb is a vibrant yellowish tint color.



#951- C9 LED MULTI \$1.50 #571- C7 LED MULTI \$1.50 Multi faceted bulb for the holiday season. The LED bulb is a vibrant soft color.



#953- C9 MULTI OPAQUE \$.70 #952- C7 MULTI OPAQUE \$.70 Opaque (Frosted) Multi colored C9 bulb, just like your grandmothers Christmas lights.



#957- C9 INCANDESCENT CLEAR \$.70 #956- C7 INCANDESCENT CLEAR \$.70 Clear, transparent outdoor bulbs. Bulbs in larger bulb sizes can be used in many applications.



#955- C9 MULTI TRANSPARENT \$.70 #954- C7 MULTI TRANSPARENT \$.70 Transparent multicolor C9 bulbs light up holidays and parties.



WA PURE WHITE

17' LENGTH 4" SPACING

\$15



WA RED

17' LENGTH 4" SPACING

\$15



#534 - INCANDESCENT CLEAR
Commercial graded mini light set with red incandescent bulbs on a green 22 gauge green wire with 5.5" spacing be tween bulbs. The 50 count light set is 23 feet long.



#548 - WA CLASSIC WHITE
17' LENGTH 25' LENGTH
4" SPACING 6" SPACING
\$15 \$17



WA GREEN
17' LENGTH 4" SPACING
\$15



#535 - INCANDESCENT MULTI
Commercial graded mini light set with red incandescent bulbs on a green 22 gauge green wire with 5.5" spacing between bulbs. The 50 count light set is 23 feet long.



#547 - WA MULTI
17' LENGTH 4" SPACING
\$15



WA BLUE 17' LENGTH 4" SPACING \$15



#536 - INCANDESCENT GREEN
Commercial graded mini light set with red incandescent bulbs on a green 22 gauge green wire with 5.5" spacing between bulbs. The 50 count light set is 23 feet long.

\$8\$



#364 - INCANDESCENT STARBURST 12"
Design matches 3D Starburst LightLinks perfectly.
Commercial-grade lights on a steel frame, durable outside. "S" Hook Included.
12" HEIGHT 50 LIGHTS
\$65



#365 - INCANDESCENT STARBURST 18"
Versatile design allows you to use to decorate shrubs and trees or with a yard stake. "S" Hook Included.
18" HEIGHT 100 LIGHTS
\$85



#366 - INCANDESCENT STARBURST 24"
An attractive accent to light up the night, the Starburst looks terrific on its own or in groupings, blending perfectly with any style of décor. "S" Hook Included.
24" HEIGHT 100 LIGHTS





#370 - COLOR CHANGE LED STARBURST "24 #370 - COLOR CHANGE LED STARBURST "24
Change between modes, or colors, with a click of a button using the provided controller. Using a timer? No problem. Our built in memory function activates the last color selection used. "S" Hook Included.
24" HEIGHT 100 LIGHTS
\$170



#363 - COLOR CHANGE LED STARBURST "12 Set to Color Changing Mode or keep it set at the solid color of your choice. Product can display: Classic White, Green, Red, Blue, Purple, & Teal individually or cycle through. "S" Hook Included. 12" HEIGHT 50 LIGHTS





#### LARGE GIFTBOX (3COLOR OPTIONS)

These 3D Gift Boxes will complete any scene and look great next to your evergreen trees.

3		
#380 - CLEAR & RED	30" HEIGHT	150 LIGHTS
#382 - RED & GREEN	30" HEIGHT	150 LIGHTS
#381 - PURPLE & GOLD	30" HEIGHT	150 LIGHTS

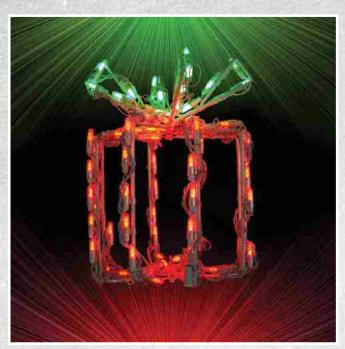
\$125



#373 - COLOR CHANGE LED GIFTBOX - LARGE Your imaginations the only limit to how to use the Color Changing Giftbox. Dozens of combinations will let you match this item to the rest of your decorations!

30" HEIGHT 150 LIGHTS

\$225



#### **SMALL GIFTBOX (3COLOR OPTIONS)**

Versatile design, easily combinable with many styles of decorations. Collapses for easy storage.

#383 - CLEAR & RED 16" HEIGHT 100 LIGHTS 16" HEIGHT 100 LIGHTS 16" HEIGHT 100 LIGHTS 16" HEIGHT 100 LIGHTS

\$85



#372 - COLOR CHANGE LED GIFTBOX - SMALL
The Color Changing Giftbox gives you extreme versatility
when it comes to color coordinating your holiday display.
The box and bow change independently!
16" HEIGHT 100 LIGHTS



#### #311 - SEASONS GREETINGS SIGN

This attractively lit 3-piece candle set has 500 lights to shine up your holidays with the warm glow of tradition and a modern design. Approximately 19' long when placed end to end.

24" HEIGHT 800 LIGHTS

\$625



#### #352 - NORTH POLE SIGN

One of our most popular sellers, the Lighted Arrow Post lawn décor will point guests right to your front door. (Printed signs included) 86" HEIGHT 205 LIGHTS

\$270



#### #306 - HAPPY HOLIDAYS SIGN

Perfect for a large space that will be visible from a distance, this lighted Happy Holidays sign has 600 lights. Approximately 18' long when placed end to end. 24" HEIGHT 600 LIGHTS

\$495



#### #312 - MERRY CHRISTMAS SIGN

Perfect for a large space that will be visible from a distance, this lighted Merry Christmas sign has 550 lights. Approximately 18' long when placed end to end. 24" HEIGHT 550 LIGHTS



#### **VICTORIAN COLLECTION**

If you prefer an old time look to your holiday decorating, our Victorian Collection may be what you are looking for. The Victorian Horse and Victorian Sleigh hearken back to simpler times. While the 3 Piece Caroler Set has a vintage charm all it's own. When displayed together with our 3D Victorian Lightpole (Pg.36) you can create a unique scene like this. Add your favorite LightLinks and you have one eye grabbing display. (CAROLERS SOLD AS A SET. ALL OTHER ITEMS ARE SOLD INDIVIDUALLY)



#### **VICTORIAN SLEIGH and VICTORIAN HORSE**

Charming and elegant, the lighted Victorian Horse inspires a feeling of witnessing a holiday scene. Display with Carolers and Victorian Light Pole.

#354 - SLEIGH 42" HEIGHT 150 LIGHTS \$375 #353 - HORSE 48" HEIGHT 400 LIGHTS \$245



#### #301 - 3 PIECE CAROLER DISPLAY

Evoking memories of Charles Dickens, the caroler set will brighten up your holiday décor with the classic feeling of a bygone era. Combines beautifully with Victorian Sleigh and Victorian Horse.

64" HEIGHT 650 LIGHTS

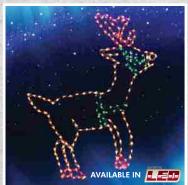


#### **SANTA and HIS REINDEER COLLECTION**

The brightly lit Santa in Sleigh is a colorful and cheerful addition to your Christmas decorations. The Reindeer grouping lends a magical touch to your holiday yard decorations. This collection will quickly become a family favorite. (ITEMS ARE SOLD INDIVIDUALLY)



#333 - SANTA in SLEIGH 55" HEIGHT 700 LIGHTS \$330



**#331 - REINDEER STANDING** 53" HEIGHT 200 LIGHTS \$220



#330 - REINDEER PRANCING #329 - REINDEER LEAPING 51" HEIGHT 200 LIGHTS \$220



51" HEIGHT 200 LIGHTS \$220

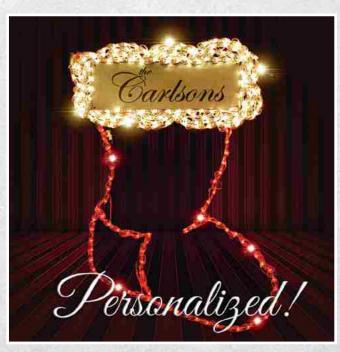


#325 - SANTA with GIFT BAG

Santa with his bag over his shoulder lights up the night as he greets you with 300 lights and a welcoming smile. Versatile design allows you to use with a yard stake or on a wall.

63" HEIGHT 300 LIGHTS

\$250



**#347 - PERSONALIZED STOCKING** 

Lighted 47 inch tall Stocking with Personalized Sign for indoor & outdoor holiday decorating. Includes a personalized sign with the name of your choice! Maximum Characters - 9.

47" HEIGHT 200 LIGHTS



#336 - SANTA with LIST

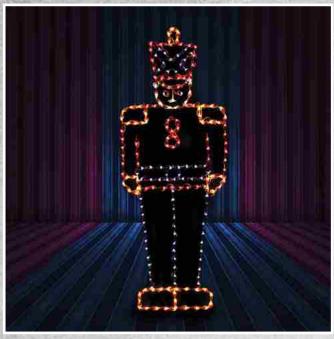
Checking his list twice, the lighted Santa with List yard art will look great placed in amongst other decorations or along the way to the front door to greet your guests. 76" HEIGHT 300 LIGHTS

\$250



#369 - 3D REINDEER

This versatile lighted reindeer looks terrific by itself or staged in groups. With a very detailed design and sturdy construction, you can be sure of years of enjoyment. A great addition to the 3D Sleigh! 55" HEIGHT 900 LIGHTS



#### #350 - TOY SOLDIER

Particularly appealing to children, this toy soldier is an enchanting display on it's own or as an integral part of a holiday lighting theme. Best combined with Gift Box LightLinks and Starbursts.

72" HEIGHT 200 LIGHTS

\$198



#### #377 - SANTA IN CHIMNEY

With 300 lights, this Santa in Chimney yard art is a very fun and unique addition to your holiday lighting. Try combining with 3D Santa's Sleigh, 3D Gift Boxes and Arrow Post Sign.

70" HEIGHT 300 LIGHTS



#### #339 - HANGING SNOWFLAKE

A versatile and compact size, the lighted snowflake can be incorporated into many areas of your décor, including hanging in trees, perched on yard stakes or on walls. 24" HEIGHT 100 LIGHTS

\$80



#### **#340 - HALF ESTATE SIZE SNOWFLAKE**

Lighted 60 inch tall 1/2 Snowflake Estate Size for indoor & outdoor holiday decorating. The clarity and simple elegance of design make this 1/2 Snowflake an excellent focal point or accent to other lighting and greenery.

60" WIDTH 150 LIGHTS

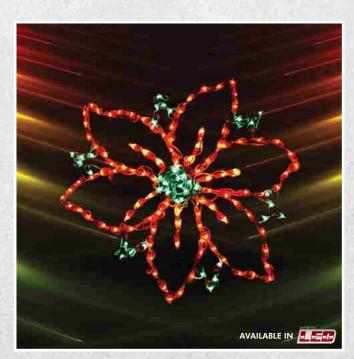


#### **#288 - PERSONALIZED SNOWMAN FAMILY**

This Snowman Family will greet guests with a warm hearted welcome when they arrive. Each sign can be personalized with up to 2 lines of text - Maximum lettering varies from sign to sign.

30-50" HEIGHT 600 TOTAL LIGHTS

\$425



#### #323 - SMALL POINSETTIA

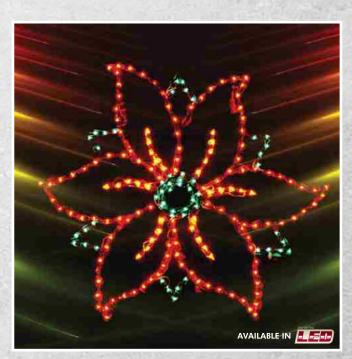
The perfect size to most anywhere, the small lighted Poinsettia is fabulous when hanging with other décor or adorning trees and shrubs. Enjoy this Christmas classic. 32" HEIGHT 100 LIGHTS





# 351 - LIGHTED SNOWMAN WITH BROOM
Lighted 38 inch tall Snowman with Broom for indoor & outdoor holiday decorating.
38" HEIGHT 270 LIGHTS

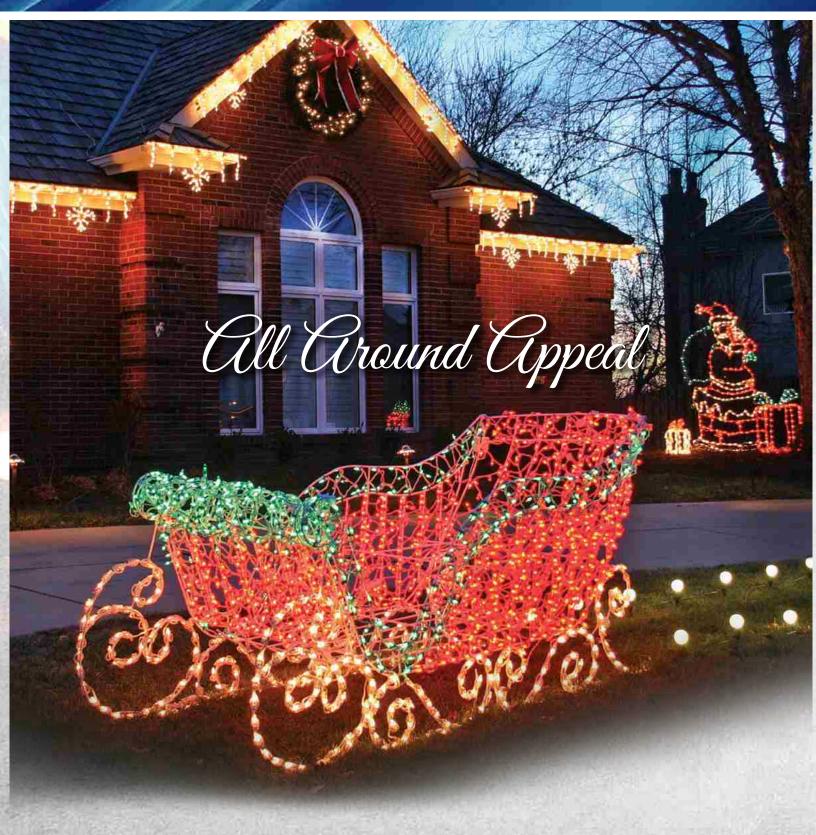
\$270



#324 - LARGE POINSETTIA

At 4' in diameter, this Poinsettia will be attractive in almost any lighting display and will draw compliments as well as the eye. Great by itself, or in a display.

48" HEIGHT 200 LIGHTS



Our 3D Sleigh is the centerpiece of our dazzling 3D Holiday Expressions Collection. It goes great with our entire line of Christmas décor.

#### #344 - 3D SLEIGH

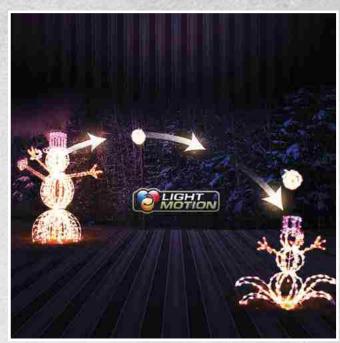
With 1550 lights, this magnificent and dramatic lighted sleigh creates a lifelike display in any holiday lighting scheme. Combines very nicely with Santa in Chimney and 3D Gift Boxes. Match it up with our 3D Reindeer. 37" HEIGHT 80" LENGTH 1550 BULBS



#367 - 36" 3D STAR
This is a very bright, attractive focal point or accent to your overall holiday decorating theme. Create a complete grouping with pre-lit Mixed Noble Wreath and Shooting Star Trail.
36" HEIGHT 250 LIGHTS
\$230



#368 - 60" 3D STAR
This is a very bright, attractive focal point or accent to your overall holiday decorating theme. Large 60" size makes a grand statement and looks terrific as a focal point to your holiday décor
60" HEIGHT 550 LIGHTS



#343 - 3D ACTION SNOWMAN SET
With Light Motion technology, this amusing lighted snowman set will delight you with their antics. Watch as he throws snowballs and brings to life a little Snowman! 70" HEIGHT 1305 LIGHTS
\$1,225



#342 - 3D SMALL SNOWMAN
Charming and compact, this small lighted snowman fits perfectly in almost any space, indoors or out. Looking great with almost any décor, you will receive many compliments.
34" HEIGHT 150 LIGHTS



#1000 - LARGE SPARKLER CLASSIC WHITE
Traditional Classic White Wide Angle Bulbs with gentle
twinkling action mounted on an outdoor durable powder coated armature.

16" DIAMETER 76 LIGHTS

\$85



**#996 - LARGE SPARKLER MULTI** 

A mix of Pure White , Red & Green Wide Angle Bulbs with gentle twinkling action mounted on an outdoor durable powder coated armature.

16" DIAMETER 76 LIGHTS

\$85



#997 - LARGE SPARKLER GREEN
Traditional Classic Green Wide Angle Bulbs with gentle twinkling action mounted on an outdoor durable powder coated armature.

16" DIAMETER 76 LIGHTS

\$85



#995 - LARGE SPARKLER RED

Robust Red Wide Angle Bulbs with gentle twinkling action mounted on an outdoor durable powder coated armature.

16" DIAMETER 76 LIGHTS



# #362 - BETHLEHEM STAR

Symbolic of a guiding light, this Bethlehem Star makes a wonderful addition to any holiday décor and works well in almost any combination of styles and themes. 46" HEIGHT 150 LIGHTS

\$130



#### #361 - ANGEL with TRUMPET

A perfect accompaniment to other décor or displayed as a focal point, this Angel with Horn is a classic holiday piece that never goes out of style. Combines beautifully with Bethlehem Star, Nativity Scene and Icicle LightLinks. 43" HEIGHT 200 LIGHTS



#### **#360 - NATIVITY SCENE**

A depiction in light of the birth of Jesus, this tableau of the Holy Family can easily be combined with other decorations or take pride of place as a feature in your holiday decor. 53" HEIGHT 550 BULBS

\$485



**#346 - MENORAH** 

Celebrate your faith with this brilliantly lit LED Menorah. Display it with our Star of David and Snowcap LightLinks. 60" HEIGHT 396 LIGHTS



#65947 - LIGHTED ORNAMENT BALL TREE 48"

A colorful arrangement of glass and matte finish ornament balls, interwoven with LED lights make up this decorative tree.

48" HEIGHT

\$334



#### #65949 - SNOWBALL SNOWMAN

Nothing is sweeter than our snowman throwing snowball. his peppermint accents will evoke playful excitements for everyone to enjoy.

35.5" HEIGHT 21 LIGHTS

\$410



#65946 - LIGHTED ORNAMENT BALL WREATH 32"

A colorful arrangement of glass and matte finish ornament balls in varied sizes, interwoven with LED lights make up this festive, modern take on a wreath. 32" HEIGHT

\$130



#### #65950 - SKATING SNOWMAN

Let our charming skating snowman add a touch of whimsy to your Christmas decor. With his vibrant skates and scarf, he's sure to make your guests green with envy.

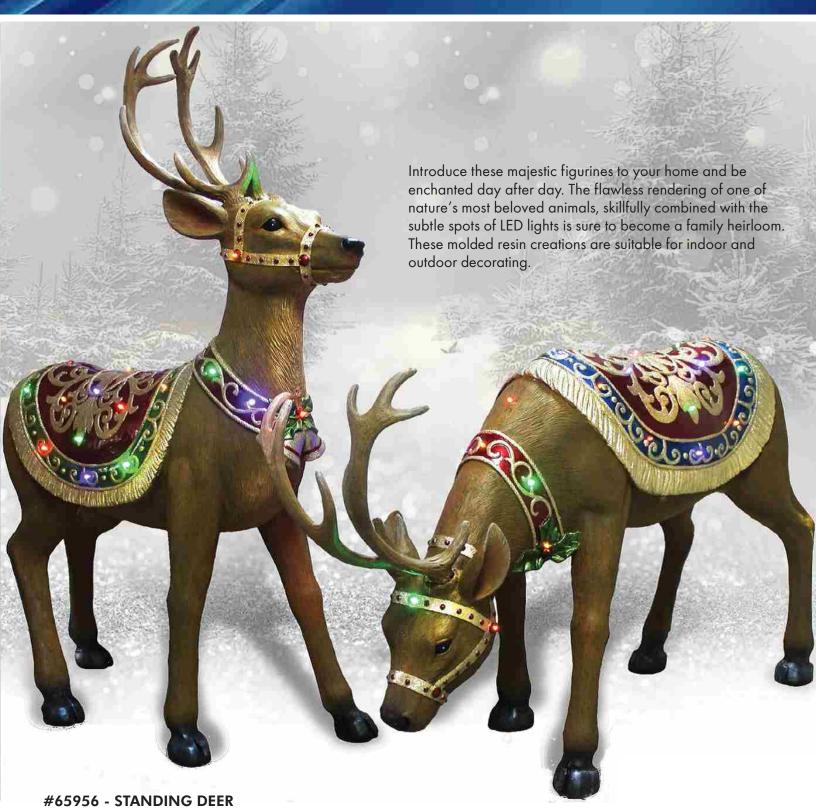
20" HEIGHT 18 LIGHTS



#### #65948 - ROYAL NUTCRACKER

And thoughts of Sugar Plum Fairies will waltz in your head, with our Royal Nutcracker. It's classic look with will be the perfect touch to any traditional Christmas display. Standing six feet tall this impressive figure will become the envy of the neighborhood. Impressively constructed and carefully finished, guaranteed to become a longtime addition to your holiday decorating.

72" HEIGHT 35 LIGHTS



Come Dasher, come Dancer! Come Prancer and Vixen! Come everyone and enjoy our 3D Standing Reindeer. His brilliant multi-colored lights are sure to guide Santa through the night! Couple with our Grazing Deer for a dynamic deer display! 30 LIGHTS

\$518

#### **#65957 - GRAZING DEER**

Nothing is as magical as Santa's reindeer. Bring your holiday display to life with our Grazing Reindeer. Equipped with 30 multi-colored lights, this piece is sure to please day or night! Combine with our Standing Deer for a royal reindeer show! 30 LIGHTS



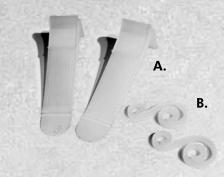


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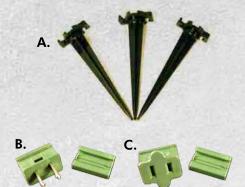


#700 - A. ALL-IN-ONE CLIP #706 - B. C9 GUTTER CLIP #703 - C. SHINGLE TABS \$.40 \$.40 \$.40

\$.40



**#724** - A. GABLE CLIP (QTY 10) **\$.60 #730** - B. "S" HOOK (QTY 25) **\$.40** 



#702 - A. C9/C7 STAKE \$.50 #701M - B. MALE SIDE PLUG \$1 #701F - C. FEMALE SIDE PLUG \$1



#704 - D. PARAPET CLIPS

SINGLE PLUG EXTENSION CORDS

**#719 - 20** ' \$12.30 **#732** - 40 ' \$19.00 #733 - 80 ' \$31.72



**3 WAY EXTENSION CORDS** 

#713 - 6' \$9.75 #714 - 12' \$10.95 #715 - 24' \$15.20



**JUMPER CORDS** 

#726 - 6'BLACK \$3.35 #728 - 6'WHITE \$3.35



**MECHANICAL PIN TIMER** #705 - \$21.50



#999 - POLE TIP HANGER (LIGHT STRING HANGER)
Attach to any threaded pole and hang your light strings with ease!



#961 - C9 BULK GREEN CORD 12" SPACING

500' \$.80 per foot

#960 - C7 BULK GREEN CORD 12" SPACING 500'

\$.80 per foot



#961-15 - C9 BULK GREEN CORD 15" SPACING

500' \$105 per 500' roll C9 wire only available in green/brown/white \$.19 per foot











# **Product Claims and Freight Carrier Claims**

All merchandise is carefully inspected prior to shipping. Any shortage and/or damage should be noted on the freight bill prior to the delivery driver leaving. Counting, inspecting and signing for the number and condition of the cartons received on the freight bill are required by Rain Rich before accepting a shortage or damage claim and request for credit. If you do not inspect the cartons for damages or count for possible box shortages and you do not write any discrepancies on the freight bill, you risk forfeiture of a freight claim. Claims for missing cartons and visible damage must be made within 48 hours of receipt of the shipment. Freight claims for shipments sent prepaid will be processed by the shipping department at Rain Rich when advised by the customer. Freight claims for shipments sent collect, will need to be processed by the customer. Failure to report shortage or damage claims within the 48 hour period may result in refusal of the claim by the carrier and a subsequent loss by the customer. Damaged goods and original packaging must be kept available for inspection and/or pickup. It is advised to take a photo of the damaged carton and goods. Note that should a customer choose not to open pallet(s), count and inspect cartons and sign the freight bill, they are waiving their right to a shortage and/or damage claim with the Freight Carrier as well as with Rain Rich.

# **Limited Warranty**

Rain Rich warrants that its products will be free from defects in material and workmanship for a period of "two seasons" from the <u>date of shipment</u>, with proof of purchase. In the event that a warranty claim needs to be filed, do not wait to file a claim as most manufacturing defects, if any are found, arrive defective "right out of the box". Please inspect all products upon receiving of the shipment. Warranty Exclusions apply. Please refer to the Warranty Exclusions section for further details.

# **Warranty Exclusions**

This warranty is further conditioned upon proper storage, installation, use and maintenance of product. Warranty is for the non-permanent, seasonal, installation and temporary use for no more than "two seasons" from date of shipment. A season is defined as commencing on the date the product is installed for use and ends at the time the product is not in use and is removed or put into storage. Foliage and fabric bow fading is NOT covered under warranty as foliage and the fabric from the bow may change color depending on the exposure level to UV rays. Accessories, electrical cord and timers are NOT covered under this warranty. Although our metal product is coated with a durable exterior powder coat layer, rusting of the metal will occur over time when exposed to moisture; therefore, rusting of the metal is not considered a manufacturing defect and is NOT covered under warranty. Broken, burned out bulbs or fuses or faded and broken bulb covers are the responsibility of the user. Spare bulbs, fuses and caps/clips are included with each product.

<u>NOTE</u>: Replace burned out or broken bulbs immediately. Burned out or broken bulbs shorten the life of all other bulbs in the set.

The above warranties do not cover and Rain Rich will not be liable for any conditions attributable to (1) misuse, faulty installation, misapplication, extreme environmental conditions, lightening, electrical surges or acts of God, lack of compliance with applicable instructions, improper or inadequate maintenance, negligence, accident, or tampering which includes the removal of any identifying labels or altering the original design of the product; (2) the incompatibility, improper design, installation, maintenance of products, accessories, equipment or materials not supplied by Rain Rich.

# **Limitation of Liability**

Rain Rich will not under any circumstances whether as a result of breach of warranty, tort, strict liability or otherwise be liable for consequential, incidental, special or exemplary damages, including but not limited to, loss of profits or revenues, loss of use of the product or any other goods or associated equipment or damage to any associated equipment, cost of capital, cost of substitute products, facility of services, down time cost, cost relating to removal or reinstallation of product or damages for personal injury or property or any claims of claimant's customers. Rain Rich liability on any claim, of any kind, for any loss or damage arising out of, resulting from or concerning any aspect of this warranty or from the product or services furnished hereunder shall not exceed the price of the specific product which gives rise to the claim.

If a product covered by this warranty fails to conform to this warranty and is returned by purchaser in accordance with Rain Rich published Warranty Service Program during the warranty period, Holiday Lighting by Rain Rich will, at its option, either repair or replace the product or the non-conforming part thereof. For purposes of clarity, "repair or replace the product or the non-conforming part thereof" does not include any removal or reinstallation costs or expenses, including without limitation labor costs or expenses.

### Non-Transferable

This warranty only applies to the original purchaser. If a product covered by this warranty is returned by the original purchaser in accordance with Holiday Lighting by Rain Rich published Warranty Program during the warranty period, Rain Rich will choose to repair or replace the said warranty product. If Rain Rich chooses to repair or replace the product and is not able to do so because it has been discontinued or is not available, Rain Rich may replace it with a comparable product of equal or lesser value of your choosing. If a comparable product is not available, the replacement item will be replaced, when back in stock, the following year as long as the item is not discontinued.

THE WARRANTIES AND REMEDIES SET FORTH HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES WHETHER, EXPRESS OR IMPLIED, INCLUDING ALL WARRANTIES OR MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND ALL WARRANTIES ARISING FROM COURSE OF DEALING OR USAGE OR TRADE. Purchaser's exclusive remedy, and Rain sole liability, for any nonconformity or defect in any Product shall be only those explicitly set forth herein.

# Filing a Warranty Claim

To file a warranty claim, please contact Rain Rich directly at 631-423-2211 or send an email. From there you need to provide your contact information, the information from your invoice, and tell us about the problem you are having with your holiday product. Please explain where the problem is occurring and be as specific as possible. It may also be required for you to submit pictures in order to expedite the claims process. Once the claim form is submitted, we will respond to your email and provide you with instructions for processing your warranty claim.

Before any product is returned to any location, an RA number must be received. An RA number will be sent to your email address upon completion of the online form and acceptance of the claim by Rain Rich. Make sure the RA number is marked clearly on the exterior of all returned packages. Packages received without proper identification will be returned to sender. For proper credit, all warranty returns must include a copy of the original invoice and/or packing slip.

All shipping and handling charges associated with a return under warranty will be the responsibility of the owner. Upon inspection of the returned product, any items covered under warranty will be returned back to the owner at the expense of Rain Rich. It will be at the discretion of Rain Rich to determine if the entire item needs to be replaced or if the defect can be repaired with replacement parts only. If any defect relates to the lights on any metal frame, it may be necessary to strip the lights off the frame before returning the product back for warranty. The removal of the lights from the frame and the reinstallation of the replacement lights are at the expense of the owner.

If the returned product is shipped back to Rain Rich for warranty or exchange and found to be damaged or non-functional due to user neglect and not from a manufacturing defect, the owner will be responsible for the return shipping charges and warranty coverage will not be an option.

# **Return Policy**

Due to the seasonal nature of this product, the retention of goods by the Buyer or for the benefit of the Buyer shall constitute an unconditional and absolute acceptance by the buyer. Therefore, we cannot accept any product returns, unless for merchandise that meets the requirements under our warranty policy. If your order was incorrect at the time of receipt please contact us within (2) days. We will be happy to provide you with the correct product or replacement parts at no cost to you. A call-tag along with the return instructions will be sent by email for the return of item(s) shipped in error.

# **Order Cancellation Policy**

Rain Rich will not accept cancellation requests for custom orders, special orders or direct from manufacturer shipped orders.

Order cancellations for stocked products must be submitted in the form of a written request to the Rich Rich customer service office prior to 2:00PM on the same day the original order was placed. Any cancellation request's submitted after 2:00PM on the same day the original order was placed will not be honored. By this time, the order will have been pulled and processed for shipping, or may have already shipped, and therefore a 20% restocking fee will apply for any cancellation request received after the 2:00PM deadline. If, after an order has been fully processed, shipped from our facility and then refused at time of attempted delivery of an order, a 20% restocking fee will apply as well as the cost of the freight to have the order returned back to Rain Rich fax cancellation request to 631-423-2211 or email to mnava@rainrich.com. Please type in the subject line on the email "ORDER CANCELLATION" with the PO#.

# **NOTES**



# RAIN RICH

- ~ Sprinkler Systems ~
- ~ Fertigation Systems ~
- ~ Landscape Lighting ~
  - ~ Holiday Lighting ~

631-423-2211 WWW.RAINRICH.COM