



EIKO GLOBAL, LLC

EiKO FAQs

Account Set-Up

How do I set up an account to order EiKO products?

Contact your local rep agency, EiKO regional sales manager, or EiKO Inside Sales for the requirements.

Who is the EiKO Representative in my area?

Click here to find your area representative - <https://www.eiko.com/page/representatives> or contact EiKO Customer Relations for more information at 1-800-852-2217.

How can I access the EiKO Portal?

You can log-in to the EiKO portal at <https://www.eiko.com/Account/Login>.

How do I register my account on EiKO.com?

To set up online access, go to <https://www.eiko.com/Account/Login> and select "Click Here to Register." You will need your account number and contact info to complete registration. Contact EiKO Customer Relations if you don't know your account number.

Pricing

Where do I find pricing and availability on products?

Pricing and availability is available through the EiKO Portal, by contacting your area Reps, or EiKO Customer Relations at 1-800-852-2217.

Where can I find the latest EiKO Promos?

Register to access the EiKO Portal here at <https://www.eiko.com/Account/Login> to access current promos.



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Samples & Quotes

I want to buy EiKO products, where can I find them?

EiKO only sells through distribution, not direct to end-users. Contact your local sales rep to find distributors in your area to purchase EiKO products - <https://www.eiko.com/page/representatives>.

How do I request a quote for a job bid?

Contact your Regional Sales Manager, local rep, or the EiKO Inside Sales team. Find contacts for your region here: <https://www.eiko.com/page/representatives> or call Customer Relations at 1-800-852-2217.

How can I receive a sample of an EiKO product?

Samples can be requested with your regional sales rep, pending approval by EiKO regional sales manager.

Where can I find tracking for my sample shipment?

Please contact the rep or EiKO Regional Sales Manager who approved your request for the sample for shipping information.

Orders

Where do I submit an order?

New purchase orders should be sent to orders@eiko.com.

Why do I have to order an EiKO product as a case quantity? Will you break case quantity for my order?

Case Quantity shipments are to ensure products will not be damaged during shipment. Contact EiKO Customer Relations for more information on quantity options.



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Orders

I have an Add-On to my existing PO, when will it ship?

If submitted the same day as original order prior to noon, we will ship with original PO. Requests for Add-Ons received later will ship separately with additional freight costs for the second shipment.

When will my order ship?

If the order is received before noon, we will ship the same day. Orders received after noon will ship out the following day.

How can I track the progress of an order/request?

Email orders@eiko.com or call the customer relations department for tracking. Customers with log-in information for the EiKO Portal can also view tracking information on the site.

Where can I find info on my Backorder or PO status?

Email orders@eiko.com, call EiKO Customer Relations at 1-800-852-2217, or contact your local rep.

Can I get an ETA for backordered items? Is the Backorder date in the system accurate?

Backorder dates in the system are updated frequently based on most recent shipping information available. Contact EiKO customer relations for stock date information

Where can I find info on my estimated shipping dates or tracking?

Email orders@eiko.com, call EiKO Customer Relations at 1-800-852-2217, or contact your local rep.

Can I rush a shipment?

Rush orders must be sent to orders@eiko.com before 1PM in order to ship the same day via UPS Next Day or 2-Day.



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Orders

Can you waive a small order charge or freight charge?

Typically, no. But contact your EiKO Regional Sales Manager with requests for special circumstances.

How can I request a freight estimate for a drop-shipped order?

Contact EiKO Customer Relations at orders@eiko.com to request a freight estimate and info on current terms.

Returns

What if I need to cancel an order?

Approval for cancelling a PO must be submitted through your EiKO Regional Sales Manager. Approved cancellations are subject to a 20% restocking fee, and product must be returned in the original packaging and in resalable condition.

My address has changed, can EiKO re-route my shipment?

Any adjustments must be reported to EiKO Customer relations as soon as possible so the warehouse can make the proper adjustments to the shipment.

How do I get a copy of my receipt for a credit/RGA/invoice/order confirmation?

Email orders@eiko.com for a copy of the requested records.

How do I return an item?

Send us an email with the reason for return in detail, PO number, item number, quantity ordered, and if replacements are needed to returns@eiko.com.



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Returns

Where do I submit a return?

RGA/Credit requests should be sent to returns@eiko.com.

What is the response time for RGAs/Credits?

Please allow 1-2 business days for processing after sending return requests to returns@eiko.com.

How do I make a warranty/defective claim?

Send us an email with the reason for return in detail, PO number, item number/order code, quantity ordered, and if replacements are needed to returns@eiko.com.

Product Questions

How do I find an EiKO replacement for a discontinued product?

Contact your local sales rep or EiKO customer relations for the latest equivalent product.

How can I find out the Country of Origin and/or tariff codes for EiKO products?

Email orders@eiko.com or contact EiKO Customer Relations for this information.

How do I find product cross information for EiKO products or equivalents to competitor products?

Email orders@eiko.com or contact EiKO Customer Relations for this information. Existing customers can also access Fixture Cross and Search tools via our Suite of Services at <https://www.eiko.com/page/services>



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Product Questions

Where can I find spec sheets for an EiKO Product?

EiKO spec sheets are available on eiko.com on the product detail page under documents. If you are unable to find a spec, please contact Customer Relations for assistance.

I need clarification on Installation Instructions for my product.

Contact customer relations for more information.

Will this lamp or fixture work for my application?

Contact customer relations for more information and recommendations.

How do I know if a ballast or emergency backup is compatible with my lamps/fixture?

Typically, compatible ballast information will be linked to each individual product under the Documents section of the product page. If additional information is needed, please contact customer relations or one of our product managers for more information.

How do I find out if an item is Energy Star rated?

Energy Star listed items are noted on the EiKO website as well as product spec sheets. To verify, you may also visit <https://www.energystar.gov/productfinder/>. Simply select product category (Light Bulbs/Light Fixtures) and search by item number (you must search the full part number, NOT the 5-digit order code) to find the official listing.



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Product Questions

How do I find out if an item is DLC listed?

DLC Standard and Premium certification is listed on the EiKO website as well as product spec sheets. To verify, you may also visit <https://www.designlights.org/search/>. Simply type in the item number (you must search the full part number, NOT the 5-digit order code) to find the official listing.

You can also determine items that qualify with the help of our Rebate Finder tool, a part of our Suite of Services for EiKO customers.

How can I find the DLC Product ID of a listed item?

Use the DLC QPL for full listing information. Visit <https://www.designlights.org/search/>, enter the item number, and the Product ID will be displayed with the individual item listing.

How can I find out if an item meets California Title 20/24 (JA8) Standards?

The EiKO website and product spec sheets will indicate Title 20 or Title 24. You may also visit the California Energy Commission's QPL here <https://cacertappliances.energy.ca.gov/Pages/ApplianceSearch.aspx> and search by item number or company/brand to view EiKO qualified products.

Where can I find warranty information on my EiKO product?

Warranty information is available in the EiKO resources tab of eiko.com

Where can I find Dimmer Compatibility information?

A full list of lamps and compatible dimmers is available for download on the resources tab of EiKO.com