

FREQUENTLY ASKED QUESTIONS

ORDERING

Where can I view J. Adams & Co luminaires?

Most of our collections are displayed at our London showroom and with our retailers worldwide.

Please contact our team via email, phone to book an appointment at the London showroom. Alternatively, please refer to our Contact page to find a retailer near you. We advise getting in touch prior to visiting any showroom to ensure that the light you would like to see is on display.

Do you accept card payments?

Yes, we accept the following methods of payments, in the UK and internationally: Visa / MasterCard / American Express.

Do you offer a trade discount?

We love to work directly with architects and designers and offer special terms for projects. Just drop us an email at info@jadamsandco.com with your company details and we will provide relevant trade pricing.

How do I setup a trade account?

We love working directly with architects, interior designers, property developers, and landscape gardeners. Setting up a trade account is easy; just email us with your company details, and we will provide exclusive trade pricing.

If you are interested in becoming a reseller for J. Adams & Co, please don't hesitate to contact us to discuss.

Do you price match your products?

We are committed to offering you the best price, so if you should find a product at a lower price (from one of our authorised dealers), send us a link to the website or copy of the quote and we'll review it.

DELIVERY

What is your standard lead time?

All our products are made to order at our Birmingham factory. The lead time to make each product is stated in the product description as well as the order confirmation and/or proforma invoice – for most items this is typically 4-6 weeks. The lead time is a guide only and may be influenced by seasonal demand or larger volume orders, potentially incurring additional production time.

If you require the products for a certain date, please contact us or state this on the order and we will do our best to accommodate.

When will I receive my order?

All orders are shipped with FedEx from our Birmingham factory in the UK, within 2-4 business days of the product's completion. For international shipments, standard shipping outside the UK typically takes 5-10 business days post-production, in addition to any required customs processing time.

Please note that the above transit times are estimates provided by FedEx and are not necessarily guaranteed. J. Adams will not be liable for any cost or expense related to any delay in shipment or delivery.

What are the delivery costs?

Our shipping costs are calculated according to size and weight. The following are the delivery charges for the UK mainland: £15 for small items / £50 for larger, bulky items. In some cases, a dedicated courier will be required, and specific charges applied.

Please note that the above prices are for online, UK mainland orders only. For trade enquires, delivery will be quoted per order.

What are your international shipping options?

FedEx is our primary method for shipping. We also offer Ex Works (EXW) from our Birmingham factory should you prefer. Please note that international orders will be subject to local taxes and import regulations.

Can my order be delivered internationally?

Absolutely, please contact our team via email or phone with your delivery address and we will be happy to estimate shipping charges prior to purchase.

Can I expedite my shipping for international orders?

Estimates for expediting shipping charges, including transit times, are available on request.

Can I track my order after purchase?

We will send an order confirmation and start production of your order. Once the order has been built and packed, you will receive a notification from FedEx that the order has been shipped, along with a tracking link. You can change the delivery date via this link if required.

Please contact us if you have a specific delivery date required or are unable to receive the order during a certain period, or if you need an update on your order.

My shipment arrived damaged, what should I do?

Damages caused in transit must be documented and reported within 10 business days of receipt. Original packaging must be retained in order to validate a shipping damage claim.

PRODUCT

Do you offer any samples?

Yes, please contact our team via email or phone to request a sample.

What is the warranty period for your products?

J. Adams & Co guarantees that the product is free from any manufacturing defect and provides a standard warranty of 2 years for all products.

Can I customise the finish or size of a luminaire?

We understand the importance of personalisation in lighting design. Many of our products are available in different finishes and sizes as standard. To explore further customisation options, please contact our team via email or phone.

Do you manufacture bespoke items?

Yes, please contact our team via email or phone and we will assist with your bespoke requirements.

Where are your lights manufactured?

Every component is manufactured by our dedicated team of lighting specialists at our factory in Birmingham, England. Due to the handmade nature of the products, you may notice some small variations – these are not defects but a result of true craftsmanship.

Will your fixtures be compatible with my country's voltage?

Yes, all luminaires manufactured for UK, EU and AU countries have a voltage of 220-240v. All luminaires manufactured for North America have a voltage of 120v.

Can your wall lights mount to a junction box?

Yes, we provide a larger backplate specific to the US, and can supply a larger adapter plate on request.

Does J. Adams & Co offer energy-efficient lighting options?

Yes, we are committed to sustainability and supply all luminaires with energy-efficient LED bulbs and an integrated LED module. These light sources typically have a lifetime of over 25,000 hours, but in the event of a failure we ensure that this part can be easily replaced – even at home by the customer.

What light bulbs do you use?

All our luminaires are supplied with LED bulbs or feature an integrated LED module.

Do I need to purchase a light bulb separately?

No, all our luminaires are supplied with bulbs, or integral LED modules. We do not supply replacement bulbs; however, these are readily available online or from an electrical retailer. For products with integrated LED modules (e.g. Luna / Porto / Strata) please contact us if you require a replacement module.

Can I specify the length of the cable supplied with my luminaire?

Yes, our lights come with 2.5m of flex as standard which can be easily shortened during installation. If you require a longer cable length than 2.5m, please let us know and we can produce your lights with the required length (at additional cost).

If you are ordering a light with a drop rod, we need to know the distance required from ceiling to bottom of the luminaire so we can make the drop rod to suit. The drop rod length cannot be adjusted on site.

Do you offer different coloured cables?

Yes, if black is not preferred, we have several bespoke cable colours to match our metal finishes. We also offer 'twisted' cable for a more traditional look.

TECHNICAL

What height do you recommend installing my pendant light?

We generally recommend hanging the fixture approximately 75-90cm above the surface it will illuminate, such as a table or countertop. This guideline provides optimal light distribution, while also allowing sufficient space underneath for people to move and manoeuvre. However, keep in mind that specific factors, such as ceiling height and the pendant design, may influence the ideal installation height. For more personalised recommendations, please contact our customer support team.

What are drop rods?

Drop rods are metal rods used to suspend our pendant lights from the ceiling; these are used in place of our cotton braided cable or metal chain. Several of our products are supplied with drop rods as standard (e.g. Supernova / Nova Wide / Orbit / Strata) however this option is also available for most of our pendant lights – simply visit the product page and select your preferred length of drop rod.

Are your lights compatible with my lighting control system?

Our lights are supplied with mains/phase dimmable LED bulbs. This means they will work with most lighting control systems; however, it is always best to verify with your specific system supplier. We can supply datasheets of the supplied bulbs as required. If DALI control is required, a third-party DALI-to-mains converter can be used to allow DALI control of our luminaires.

Are J. Adams & Co luminaires UL-approved?

Many of our collections are UL certified at our factory, ensuring they meet the highest industry standards. For others, we can offer 'project certification' for a fee. If you have any inquiries or need more information about specific collections, please don't hesitate to contact us.

Can your lights be installed outside?

Several of our luminaires are suitable for outdoor use – click here to view our full collection of exterior lighting. Always choose fixtures that are specifically designed to withstand the elements, including rain and snow exposure, with a suitable IP (Ingress Protection) rating.

Many of our outdoor finishes are unlacquered and will naturally mature and patina over time, creating a living finish. As a result, any claim for discoloration or patination on an outdoor fixture would not be covered by the luminaire's warranty, but we're here to help with any questions or concerns you may have.

Can your lights be installed in coastal locations?

Our outdoor lighting products can be used in coastal locations as they do not contain any materials that will corrode. However due to the harsh nature of these environments we are not able to cover lights installed in this type of environment, since they are not 'marine grade'.

Can I use your lights in a bathroom or wet room?

Yes, however you will need to check which 'zone' of the bathroom is suitable. For lighting in 'zone 2' our range of IP44 rated lighting can be used.

Can I use your lights in a spa or around a swimming pool?

Yes, some of our luminaires are suitable for use in spas and pool rooms, at certain distances from the pool ('zones'). These fixtures meet the necessary IP (Ingress Protection) ratings to ensure they can withstand water exposure/splashes. However, it is essential to follow the specific safety guidelines for each zone surrounding the pool. All zones require various protective measures, such as using SELV or RCD devices. Additionally, it is essential to have proper supplementary bonding and non-metallic wiring systems in place. The chemicals used in swimming pools can also become airborne and make metal finishes degrade faster than normal.

What is IP44 rating?

IP (Ingress Protection) rating is a standard that defines the level of protection an electrical device offers against intrusion from solid objects (dust) and liquids (water). The first digit (4) indicates protection from solid objects larger than 1.0 mm, like dust and insects. The second (4) means protection against water splashes. Our IP44-rated luminaires are suitable for outdoor and bathroom use, offering good protection against dust and water splashes.