

RETURN MERCHANDISE AUTHORIZATION REQUEST

All damages or shortages must be reported within 24 hours of delivery. Returns will not be accepted without a written RMA (Return merchandise authorization).

No returns will be allowed for Special Orders, Non-Stocked MTO (made to order). All merchandise is to be returned in the original packaging and is in excellent condition for resale. Credits will be issued once we complete an inspection of returned merchandise.

Date: _____

Business Name: _____ Account Number: _____ Email: _____

Invoice Number: _____ Order Number: _____ PO Number: _____

Requested action:

- Replacement (if available)
- Credit Return

Reason for return:

- Defective
- Concealed damage
- Damaged in transit
- Customer error/order canceled
- Order entry error
- Shipping error
- Packaging error
- Overstock
- Stock rotation
- Price adjustment
- Other (describe below)

How long were the units installed before it failed? _____

Where units installed with a dimmer, photocell, or control panel? _____

List any other reasons for the return _____

Is defective available for pickup?

- Yes
- No

Address for replacement: (leave blank for PO default)

Company: _____

Address: _____

City: _____ State: _____ Zip: _____

Item#	QTY	Price	Reason for return