

RMA#: \_\_\_\_\_

# RETURN REQUEST

**THIS IS NOT A RETURN AUTHORIZATION OR A CREDIT MEMO**

## CUSTOMER INFORMATION

REP ORGANIZATION \_\_\_\_\_

DISTRIBUTOR NAME / COMPANY \_\_\_\_\_ DATE \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_

TELEPHONE \_\_\_\_\_ FAX \_\_\_\_\_ OFFSETTING PO # \_\_\_\_\_  
(IF APPLICABLE)

CONTACT PERSON \_\_\_\_\_ EMAIL ADDRESS \_\_\_\_\_

REPLACEMENT SHIP ADDRESS \_\_\_\_\_  
(IF APPLICABLE)

QUANTITY	PART NUMBER	PO/SO OR INVOICE DATE	PO/SO OR INVOICE #	REASON SEE TABLE BELOW	RECTIFICATION	ENVISION INTERNAL NOTE
1						
2						
3						
4						
5						
6						
7						

**FOR FASTER PROCESSING PROVIDE IMAGES OR VIDEOS OF DEFECTIVE, DAMAGED OR INCORRECT PRODUCTS**

## REASON FOR RETURN

DEFECTIVE	ORDER / SHIPMENT ISSUE	RECTIFICATION
<b>D1</b> Fixture Not Turning On	<b>OS1</b> Ordered Incorrectly	<b>CO</b> Credit Only
<b>D2</b> Strobing / Flickering	<b>OS2</b> No longer wanted	<b>EX</b> Exchange
<b>D3</b> Dimming Problems	<b>OS3</b> Short Shipment	<b>RW</b> Rework
<b>D4</b> Buzzing / Noise	<b>OS4</b> Over Shipment	<b>OT</b> Other
<b>D5</b> Defective Emergency Ballast	<b>OS5</b> Duplicate Shipment	<b>INTERNAL USE ONLY</b> Date Received: Checked By: Replaced Items: Replaced, Shipped or W/C: Tracking#:
<b>D6</b> Defective Sensor or Photocell	<b>OS6</b> Received the Wrong Product	
<b>D7</b> Incorrect Assembly	<b>OS7</b> Damaged in Transit	
	<b>OS8</b> Item Missing / Not Received	
	<b>OS9</b> Assembly Rework Needed	
	<b>OS10</b> Shipped to Wrong Address	

## RETURNS PROCEDURE

- Submit RGA request to [rga@envisionledlighting.com](mailto:rga@envisionledlighting.com)
- Envision LED Lighting will contact the customer with any questions, technical support and / or provide an RGA number.
- Returns MUST BE ACCOMPANIED with an RGA number. Returns without an RGA number will not be received and WILL NOT be serviced. No material other than stated above will be credited or accepted. **DO NOT RETURN THE ITEMS ON THE RGA WITHOUT AN RMA NUMBER**
- All new returned products must be original cartons, non-damaged, in sellable condition, or installed for return to be inspected and pending RGA to be approved (expectations to be approved).
- RGA number shall be **valid for 30 days** from issue. Goods not delivered to Envision LED Lighting within that 30 day period will require a new RMA number.
- Non-defective custom orders or manufactured to order are NOT returnable.
- Replacement goods may be sent immediately, however, final RGA disposition is subject to receiving and inspection results.
- Non defective returns are subject to a 25% restocking fee per EnVision LED Lighting's terms and conditions.
- For items ordered incorrectly or no longer wanted, the original freight charge will be charged by Envision LED Lighting. Customer is responsible for freight back.
- Our goal is to satisfy our customers and by providing complete information on the RGA Return Request, we can better service you. Please feel free to email us at [cs@envisionledlighting.com](mailto:cs@envisionledlighting.com)