



Return Goods Authorization (RGA)

RGAs are the only authorization for returning or disposing of product. This RGA is not a credit. Credit will only be issued when product is received and inspected by the manufacturer. Stocked items must be returned within 10 business days from receipt of goods. Non-stocked items are subject to the manufacture terms. If returns are allowed restock fee and shipping charges will apply. Returned merchandise must be in the original packaging and in resalable condition. If product has not been returned within 10 days, a new RGA is required. Only the RGA Department is authorized to decide on the disposal of the products in question.

Date:	Email:
Customer Name:	Phone Number:
Invoice Number:	Replacement Ship To Address:
PO Number:	City/State/Zip:

Reason For Return/Other:

1. How long were the units installed before it failed?

2. What was the application and where was the unit (s) installed?

3. Were the units installed on a dimmer, photocell, or controller application?

Item#/Catalog#	Quantity	Cost	Explain the nature of the problem