



RETURN MERCHANDISE AUTHORIZATION

Replace

Credit

Offsetting PO#

CUSTOMER INFORMATION

DISTRIBUTOR NAME / COMPANY: _____ DATE: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

TELEPHONE: _____ FAX: _____

CUSTOMER PO#: _____ SALES ORDER: _____

INVOICE #: _____ REP ORGANIZATION: _____

CONTACT PERSON: _____ EMAIL ADDRESS: _____

NEW SHIP TO ADDRESS: _____

UPON RECEIPT OF THE RETURNED MATERIAL, RAYON LIGHTING WILL SEND THE RETURNED MATERIAL TO QUALITY ASSURANCE DEPARTMENT FOR REVIEW. IF IT IS DETERMINED THE TERMS OF THE WARRANTY HAVE BEEN MET, THEN EITHER A REFUND OR REPLACEMENT WILL BE ISSUED TO YOU.

P.O. #	QTY	PART #	PRICE	REASON FOR RETURN

- MERCHANDISE NOT RETURNABLE WITHOUT FACTORY AUTHORIZED RMA NUMBER.
- MERCHANDISE MUST BE RETURNED WITHIN 30 DAYS IN ORIGINAL CARTON AND RE-SELLABLE CONDITION.
- CREDIT WILL BE ISSUED AGAINST INVOICE UPON RECEIPT OF MERCHANDISE AND INSPECTION BY FACTORY.
- NON-DEFECTIVE CUSTOM FIXTURES AND MANUFACTURED TO ORDER MERCHANDISE ARE NOT RETURNABLE.
- NON-DEFECTIVE MERCHANDISE RETURNED ARE SUBJECT TO RE-STOCKING FEE PER RAYON LIGHTING'S TERMS AND CONDITIONS.
- SHOULD A FIXTURE NEED TO BE REPLACED, RAYON LIGHTING HAS THE OPTION TO SEND PARTS TO THE CUSTOMER TO MAKE ANY CORRECTIONS TO THE FIXTURE, SHIP THE FIXTURE BACK TO THE FACTORY FOR CORRECTION, OR SEND A NEW FIXTURE TO THE CUSTOMER. UNDER NO CIRCUMSTANCE ARE LABOR CHARGES ALLOWED WITHOUT PRIOR WRITTEN AUTHORIZATION FROM RAYON LIGHTING. CUSTOMERS MUST PROVIDE THE DURATION OF TIME IT TAKES TO CORRECT FIXTURES ALONG WITH HOURLY RATE.

NOTES FOR SHIPPING:

FOR OFFICIAL USE ONLY:
RMA NUMBER:

Internal Use Only
Date Received: _____
Checked By: _____
Replaced Items: _____
Replaced, shipped or W/C: _____
Tracking#: _____
Notes: _____

PLEASE RETURN THIS MATERIAL TO THE FOLLOWING ADDRESS AND MARK THE RMA NUMBER ON THE OUTER PACKAGE AND ON ALL PERTINENT PAPERWORK:

Rayon Lighting, Inc.
1512 N. Tamarind Ave. Compton, CA 90222
ATT: RMA# _____