

RETURNS/RMA FORM

This form will assist you with returning the product that you have purchased from us. Please read our RMA information section, before requesting an RMA number. Information on our policies and procedures is available at Return Policy. To obtain an RMA for your return, please complete this form and fax it to 201-945-9126. You will be notified with an RMA number if your return request has been approved. RMA requests will be processed within two (2) business days. If you have any questions, please call us at 800-339-7196 x220.

All returns must have an RMA ("Return Merchandise Authorization") number written clearly on the shipping label otherwise landscapelights.com will refuse delivery. All Returns must have all original boxes, packing, packaging, instructions, warranty information, installation hardware etc for full credit. You will need one RMA # for each model of product (quantities of the exact same product can be returned with one form).

Step 1 – Your Original Order #: _____

Originally Purchased by:

Name:

Company:

Address:

City, ST, Zip:

Phone: ()

Alt Phone: ()

Email:

Fax:

Send Refund or Exchange to: (If different)

Name:

Company:

Address:

City, ST, Zip:

Phone: ()

Alt Phone: ()

Email:

Fax:

Step 2 – Your reason for return?

- Out of Box Defective Item
- Worked, Defective after Use
- Damaged by Shipper
- Damaged (unknown)
- I was sent wrong product
- I ordered wrong product
- I do not want the product, Not Defective

Is this product under warranty?

Yes No

If yes, what was purchase date?

Quantity of this product:

Manufacturer:

Hadco Kichler Other

Part # / Model #:

Reason for Return / Comments / Describe the problem with the product:

Step 3 – What would you like to do?

- Exchange
- Return for Credit
- Return for Repair
- Return for Replacement
- Return for Refund

Your Name:

Your Signature:

Date: