

Return Merchandise Authorization Form (RMA)

To submit a Return Merchandise Authorization (RMA) request, complete the following form. See instructions, page 2. This document uses form fields – use your pointing device to place the cursor in the desired data field and type.

return request has been approved along with shipping information for sending the unit to Solas Ray™ Lighting.

Email the completed form to support@solasray.com or fax to +1.765.755.0044. You will be notified with an RMA number if your

For any questions concerning completion of the form please contact Solas Ray RMA support by email to support@solasray.com or telephone to +1.765.298.8030.

The full RMA process and other RMA details are described on the following pages of this form.

First Name:	Last Name:
Email:	
Company:	
Telephone:	Extension:
Contact Name (for Technical Questions):	

Shipping Information:

Address:	City:	State:
Country:	Zip Code:	

Billing Information:

Address:	City:	State:
Country:	Zip Code:	

Product Information:

Product Name:	Model #:	Invoice #:
Serial #:	Purchase Date:	
Installer Name:	Installer Phone:	
Description of Problem / Issue:		Quantity Returned:
Additional Comments:		
<input type="button" value="RESET FORM"/>		<input type="button" value="SUBMIT"/>

Grey Area is for Internal Use Only.

Date:	Categories: OW OOW CN SS
Printed Name:	RMA #:

Signature: _____

RMA INSTRUCTIONS

ALL RETURNS MUST HAVE AN RMA NUMBER AND PROOF OF PURCHASE!

1. RMA REQUEST: All returns, including sales samples and warranties must have an RMA number. To obtain a RMA number the customer must complete and submit the RMA form to Solas Ray Lighting.

2. CONDITION OF MERCHANDISE BEING RETURNED:

a. IF MERCHANDISE IS BEING RETURNED ON WARRANTY:

- Product must be returned in original packaging or packaged securely so as to avoid damage in shipping.
- Product must be returned with all accessories (ie: wires, connectors, brackets etc.).

b. IF MERCHANDISE IS BEING RETURNED FOR CREDIT:

- Product must have been purchased (date of invoice) within 30 days of requesting this RMA.
- Product must be returned in original packaging with all literature.
- Product must be returned with all accessories (i.e.: wires, connectors, brackets etc.).
- Product itself must be in perfect condition (i.e.: no scratches, no signs of wear and tear etc.).
- If product is not a sales sample, a re-conditioning or re-stocking fee will apply. See Solas Ray Terms and Conditions at www.solasray.com for full details.
- Special Order products are non-refundable and not eligible for return

3. RMA REVIEW: The RMA Administrator will review the request and, before proceeding, may request additional information, or suggest additional diagnostic steps to ensure that the hardware is not returned unnecessarily.

4. RMA REPAIR CHARGES FOR DEFECTIVE PRODUCTS: Products covered under the original warranty will be repaired or replaced free of charge. Products no longer covered under warranty will incur a repair charge or replacement charge.

5. RMA ISSUED: When the RMA Administrator has confirmed a return is necessary and all other requirements have been satisfied an RMA number will be sent to customer, which may include packaging and shipping instructions.

6. RMA EXPIRATION: Once the RMA # has been issued the product must be received by SOLAS RAY within 30 days of the date of issue of the RMA#.

7. SHIPMENT OF RMA TO SOLAS RAY: RMA NUMBERS MUST BE CLEARLY MARKED ON THE OUTSIDE OF THE BOX THE MERCHANDISE IS BEING SHIPPED IN. IF PERSONNEL IN OUR SHIPPING DEPARTMENT CANNOT EASILY READ (FIND) THE RMA #, THE MERCHANDISE WILL NOT BE ACCEPTED FOR RETURN.

The customer is responsible for the safe shipment of the hardware in appropriate packaging.

8. WARRANTY TEST/REPAIR: Solas Ray will repair or replace at its discretion all warranted hardware.

9. ADDITIONAL DETAILS: NO TROUBLE FOUND RMAS

If an RMA is determined to be NO Trouble Found (NTF), Solas Ray will request additional information from the customer in an attempt to replicate the customer observed failure. If no failure is reproduced, Solas Ray will return the RMA to the customer as NTF. Products out of warranty may be charged a service fee.

10. UNREPAIRABLE OUT OF WARRANTY (OOW)

Hardware returned to Solas Ray determined to be unrepairable for any reason will not be automatically replaced. A replacement hardware product can be ordered through the customer's normal Solas Ray sales channel. OOW hardware found to be unrepairable can either be returned to the customer 'as is' at customer's cost or scrapped at Solas Ray upon customer request. Unrepairable hardware products are subject to a service charge to cover the cost of testing and debug performed by Solas Ray.

11. SHIPPING OF RMAS TO SOLAS RAY

Shipping of all RMAs from the customer to Solas Ray is at customer expense. Customers are encouraged to notify Solas Ray when RMAs are shipped and to provide shipment tracking details. RMAs are to be appropriately packaged to ensure the safe transit of the hardware product to Solas Ray. Any damage or subsequent failure of the hardware product related to inappropriate packaging will result in additional charges for the repair of the product.

12. SHIPPING OF WARRANTY MAINTENANCE RMAS FROM SOLAS RAY

Shipping of all Warranty RMAs from Solas Ray to the customer is at customer's expense unless prior agreement is made with the customer.

13. SHIPPING OF OOW RMAS FROM SOLAS RAY

Shipping of all OOW RMAs from Solas Ray is at customer expense. The cost of shipping from Solas Ray is not included in the quoted OOW RMA repair charge.

14. ADVANCE REPLACEMENT OF WARRANTY AND EXTENDED HARDWARE MAINTENANCE RMAS

Solas Ray may provide an Advance Replacement of a failed hardware product on a case-by-case basis. Only Warranty covered hardware products will be considered for Advance Replacement upon request or at Solas Ray discretion. When an Advance Replacement is shipped, the customer will be billed for the product shipped. Once the warranty product has been return and found defective, the customer will get a credit invoice for the Advance Replacement. This only applies if the warranty product is received within 30 days of the RMA and is found to be defective. Product deemed non-defective will not result in a credit invoice.

15. EXPEDITED RMA PROCESSING

Solas Ray can provide expedited testing and repair of RMAs on a case-by-case basis for an additional charge. A quotation for expedited processing can be provided upon request.

16. DAMAGED PRODUCT

It is the responsibility of the customer to ensure product is adequately packed so as to avoid shipping damage. Damage in shipping is solely the responsibility of customer. Solas Ray Lighting will not accept warranty product or returns that have been damaged in shipping. Any product that is damaged due to misuse or alteration will also not be accepted by Solas Ray.

17. SHIP PRODUCT ALONG WITH RMA AND PROOF OF PURCHASE TO:

Returns
Solas Ray Lighting
1524 Jackson Street
Anderson, IN 46016