

Return Good Authorization (RGA) Term and Conditions

We have issued the following RGA, please read the following terms to insure you receive proper credit for the return material.

1. All material must be packaged properly to avoid damage during transit, damage due to improper packaging will be rejected and credit will not be issued. Non-defective material must be received in the original packaging.
2. Clearly write the RGA# on the outside of the boxes and include a copy of the RGA inside the box.
3. RGA material must be received within 60 days allowed time frame, any RGA received after the 60th day allotment will be rejected, and no credit will be issued to the distributor.
4. Only material listed on the original RGA should be returned, please contact customer service if you need additional assistance adding material to an existing RGA.
5. Items must be returned in a condition that allows the factory to test the failure-lead wires must not be cut, fixtures should not be returned as a box of components, & etc.
6. Credit will not be issued for working fixtures claimed as defective, customer damage, voltage spikes and improper use which will be identified during the inspection and testing processing.
7. Credit will be issued after the material is received and inspected by our QC department.

Failure to follow the above terms will delay credit or cause no credit to be issued. You will be notified of any issued when we receive your RGA.

Return Good Authorization (RGA)

Please e-mail form to warranty@birchwoodlighting.com

RGA#	
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Note: Please write **RGA#** on **outside of package** being returned. Package without **RGA#** will be refused at your expense.

ISSUED DATE:	VOID DATE:
CUSTOMER I.D.:	CUSTOMER NAME:
CUSTOMER P.O.:	REP. P.O / INV. #:
ATTENTION:	REP:
SALES MANAGER:	SALES TERRITORY:

SHIP TO:
Intense Lighting, LLC
725 Landwehr Road
Northbrook, IL 60062

REASON FOR RETURN

- | | |
|--------------------------|----------------------------------|
| Freight Charge | Customer Error/Canceled |
| Order Entry Error | Freight/Concealed Damage |
| Packaging/Labeling Error | Rep Agency Error |
| Price Adjustment | Defective (List Specific Reason) |
| Shipping Error | Others (Describe Below) |
| Non-Moving Stock | |

Reason/Other:

1. How long were the unit(s) installed before it failed?:

2. What was the application and where was the unit(s) installed? (i.e High Hat, Table Lamp, Enclosed Fixture, Etc.):

3. Were the unit (s) installed in a dimmer, photocell or controller application?:

Job Name:

Please provide an e-mail address to respond regarding RGA credits and or reconciliation.:

Customer is requesting: **Ship Replacement To: (will default to original PO ship location if none given)**

- Replacement Driver
- Replacement Fixture
- Replacement LED
- Credit Only

Company:	Attn:	
Address 1:	Address 2:	
City:	State:	Zip Code:

QTY	Item #	Invoice #	Unit Price	Subtotal	Reason

Comments:	Subtotal:	
	Restocking:	
Authorized By:	Freight:	
	Total:	
	Manufacture Code:	

PLEASE WRITE RGA # ON OUTSIDE OF PACKAGE BEING RETURNED. PACKAGE WITHOUT RGA # WILL BE REFUSED AT YOUR EXPENSE

Your are authorised to return the following items for the reasons stated. All items must be in original carton unless material is defective or approved by intense lighting. All items are subject to inspection. Credit will be issued upon receipt and acceptance of return.

THIS IS NOT A CREDIT. DO NOT DEDUCT FROM YOUR PAYMENT. VOID AFTER 60 DAYS.