

RETURN MATERIAL AUTHORIZATION (RMA) POLICY

All requests for replacement or repair of failed products will be subject to this Return Material Authorization Policy and the product specific warranty.

Customer Service will be the initial contact and will require information regarding the requested return prior to issuing an RMA number and shipping instructions to the appropriate facility.

Product will be returned in the original packaging and identified as per Customer Service instructions. Where this is not possible, the product will be packaged securely to prevent damage during shipping. Damages occurring during return shipping are the customer's responsibility.

Warrantability shall be determined upon receipt of the failed product, as per the product specific warranty.

- Warrantable defects will be repaired or replaced at no cost and returned to the customer.
- When the defect is determined to be non-warrantable, per the product warranty or determined to have no fault found, the customer will receive a quote for the cost of analysis, repair/replacement and shipping.
- Repair / replacement will not be scheduled until the quote has been approved by the customer and a purchase order provided.

NOTE: Where the customer has requested the return of the non-warrantable product, all associated costs shall be the liability of the customer.

LED Roadway Lighting may agree in some situations, to provide a replacement before the defective product is returned for analysis. In such cases, the customer is required to provide a purchase order for the value of the product. (a quote will be provided) An order will be created to ship the replacement against. Once the exchange has taken place, the defective product must be returned and arrive at LED Roadway Lighting within 30 days of receipt of the replacement. Proof of shipment will be required. Failure to receive the shipping notification and product will result in charges to the customer for the full cost of the replacement product, including all shipping costs. Otherwise, once the failed product is analyzed and is determined to be a warrantable claim, the invoice will be credited. If the product is not warrantable or determined to have no fault found, payment for the replacement will be required within 30 days of notification of the analysis.

If you have any questions or concerns, please reach out to our Customer Service team at support@ledroadwaylighting.com