



## Sample/Warranty Return to Manufacturer Procedure

We sincerely feel sorry that our products don't the customer requirement or any defective issues here. We would like to help you to process the return as soon as possible. Here are a few steps to complete the procedure quickly:

1. Reason for Return: \_\_\_\_\_ defective warranty return / \_\_\_\_\_ 30 days sample purchase return
2. RMA or RGA #: RGA \_\_\_\_\_ (Customer PO# or Customer Claim #)
3. We use FedEx Ground for all returns. Do you need to schedule FedEx Pick up? \_\_\_\_ Yes / \_\_\_\_ No  
*Call Tag works as the same as scheduled pickup + prepaid shipping label*
4. If so, please provide the pickup address below:

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5. Prepaid shipping label will be provided by one of the following reasons:

- 1) Manufacturer agreed to pay before merchandise sold \_\_\_\_\_
- 2) Manufacturer Defective Return \_\_\_\_\_

6. After confirming receipt of the merchandise, would you like us to:

- 1) \_\_\_\_\_ Apply to the replacement unit Invoice # \_\_\_\_\_
- 2) \_\_\_\_\_ Manufacturer credit for future purchase (valid for 12 months)

7. Do you need us to create an order with the replacement units and ship it? \_\_\_\_ Yes / \_\_\_\_ No

*\*Failing to return the defective units will consider the replacement order as a new sales order*

**If you have any questions regarding the return, please contact our sales team at  
sales@lironlighting.com**