

RETURN REQUEST FORM

Product may be returned in accordance with our Sales Terms & Conditions. To return a product for any reason outside of a warranty claim, a 25% restocking fee will apply and you will be responsible for arranging shipment back to us. Product must be returned with all ORIGINAL packaging and materials. All damaged product must also be boxed appropriately for return shipping.

To request a return, please complete the form below. We will provide you with an RMA number to include on your return shipment. We may request additional information prior to issuing an RMA number. This RMA number is required and must be included on all correspondence.

STEP 1: Complete the following and submit to cs@rgbights.com

*Customer Name:

Customer ID: *State: *Return Request Date:

RGB Order/ Invoice #: *Customer PO#:

*Phone #: Date Product Received:

*Contact Number *Email Address:

(*Field Required)

Replacement Ship to Address

If your replacement order needs to go to an address other than the original delivery address please note it in the section below. By leaving this section blank you are authorizing us to ship to the address on your original invoice.

Name: Contact Phone #:

Address: Suite/ Apt/ Unit#:

City: State: Zip:

STEP 2: Briefly describe the condition of the product

Item Number	Item Name	Please note description of damage or is this a stock return?	Quantity	Do you want a replacement?

STEP 3: Please include photos of any damage to help us in determine the appropriate actions for us to take.

STEP 4: Include your provided RMA number with the returned item(s) and ensure it is displayed on the return shipping label.

-For Internal Use Only-

RMA Number: <input type="text"/>	<input type="text"/>	Replacement Order: <input type="text"/>	<input type="text"/>
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