



LEADING INNOVATOR OF COMMERCIAL LED LIGHTING & RETROFIT SOLUTIONS

{ *Lighting For Life.* }

RMA PROCEDURES/GUIDELINES

ALL RMA REQUESTS SHOULD BE SENT TO: RMA@ledlivingtechnology.com

Option 1: Immediate Replacement

This option is for customers who would like replacements sent out immediately to a distributor/site for replacement without first returning the product to be replaced. This option is limited to a replacement value of \$1000 or less.

1. Customer (end user), LED Living Technology (LLT) representative, or distributor must request an RMA number and form.
2. Once received, a new purchase order must be issued by the customer or distributor and received by personnel at LED Living Technology.
 - a. It is preferred the new purchase order come from the distributor who purchased the original defective products.
 - b. The new purchase order will reflect the most current distributor pricing. If the customer prefers not to use a distributor, the prices will reflect the most current MSRP. Please consult LLT for the MSRP if unavailable. The customer will also be required to fill out a one-time credit card authorization form.
3. The replacement product will immediately be billed or charged to the appropriate party listed on the new purchase order upon shipping.
4. Customer and/or distributor is responsible for returning the product within 30 (thirty) days, including the RMA form, and in good condition.
 - a. If the product being returned is not functional due to a manufacturer defect, LLT will refund the purchase order of the replacement parts already sent out.
 - b. If the product is being returned for any other reason, aside from defective components, the customer or distributor will be charged for restocking fees of up to 20% of the sell price. Restocking fees will be assessed on a case by case basis based on, but not limited to, original packaging and product condition.
 - i. Custom made items may not be eligible for return. Please consult LLT.
 - ii. If the product being returned is unusable or not repairable due to customer negligence, LLT reserves the right to increase the restocking fee up to 100%.



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5. Once the product is returned, evaluated, and a restocking fee is assessed, the customer or distributor will be refunded the difference.
 - a. Shipping charges will be reimbursed to customers or distributors returning defective products.
 - b. Please note: defective products returned will be evaluated per the guidelines set in the warranty.

Option 2: Exchange

This option is for customers who plan on returning the defective or unwanted items first and/or may not be willing to pay up front as in Option 1.

1. Customer (end user), LED Living Technology (LLT) representative, or distributor must request an RMA number and form.
2. Customer or distributor must return the product with the RMA form and ship directly to the manufacturing facility.
3. Once the product is returned, it will be evaluated per the guidelines set in the warranty.
4. If the product is found to be defective, a replacement will be sent to the address provided on the RMA form at LLT's expense.
 - a. If the product is found to have damages not covered by the warranty, LLT personnel will contact the customer for further action.

Option 3: Simple Return

This option is for customers who would like to return the product for a refund. This must be done within 30 (thirty) days of the original purchase. Custom products, not offered on the website, such as complete recessed fixtures, or products with custom LED colors, will be returnable at the manufacturer's discretion; alternative restocking fees may be applied.

1. The original purchasing distributor must request an RMA number and form.
2. The distributor is to ship the product directly to the manufacturing facility with the RMA form.
3. The product will be evaluated for completeness and condition, and a restocking fee of up to 20% may be applied.
4. The distributor will be refunded up to the full value minus any restocking fees applied.
5. The distributor is responsible for refunding any 3rd parties involved.