

RETURN GOODS AUTHORIZATION

RGA No:



LUMENTON LIGHTING
5461 WEST JEFFERSON BOULEVARD
LOS ANGELES, CALIFORNIA 90016

COMPANY: _____
CONTACT: _____
ADDRESS: _____
CITY: _____
STATE/PROVINCE: _____ ZIP/POSTAL CODE: _____
CONTACT (PH/EMAIL): _____

1. Goods not returnable without RGA number. Unauthorized shipments will be refused receipt.
2. Minimum value of returned shipment must exceed \$100. For lesser amounts call for scrap authorization. Goods returned for 7A, B, or C below must be in original cartons, in re-sellable condition, and returned freight prepaid.
3. Upon issuance of RGA number, return shipment labels will be forwarded and RGA number must be visible on outside of carton(s). Goods must be returned prepaid. Upon confirmation of product defect, or if goods are returned due to our error, shipping costs will be credited to customer account.
4. Except for defective goods, RGA request must be made within 90 days of shipment and goods shipped back within 30 days of receipt of labels or credit will not be issued.
5. Non-defective STOCK (STK) goods returned subject to 25% re-stocking fee.
Non-defective ASSEMBLED-TO-ORDER (ATO) goods returned subject to 50% re-stocking fee.
Non-defective custom or MANUFACTURED-TO-ORDER (MTO) goods ARE NOT RETURNABLE.
6. **ACTION REQUESTED:** (Insert in chart below)
 - A) Accept our returned goods or authorize scrapping defective parts & credit our account
 - B) Repair/replace incorrectly ordered/ received or defective goods
7. **REASON FOR RETURN:** (Insert in chart below)
 - A) Wrong part ordered by customer, rep, or Customer Service order entry
 - B) Excess inventory ordered / Customer cancelled order / Didn't need
 - C) Received wrong part — not what was ordered or wanted
 - D) Concealed shipment damage (visual damage must be reported to freight carrier)
 - E) Part defective either as received or within warranty period

FILLED OUT COPY OF THIS FORM MUST ACCOMPANY RETURN SHIPMENT

QTY	PART NUMBER	DESCRIPTION	ACTION REQUESTED (From Above)	REASON (From Above)	INVOICE NUMBER	DISPOSITION (For internal use only)
1						
2						
3						
4						
5						
6						
7						
8						

RETURN AUTHORIZED BY: _____ AND LABELS SENT ON: _____