

# RMA / WARRANTY REQUEST



RMA's are the *only* authorization for returning or disposing of product. | The RMA is not a credit. Credit will only be issued when returning product is received and inspected by FSC Lighting. An RMA authorization is only valid for 30 days. Must contact FSC past the 30 days. Only the RMA Department is authorized to decide on the disposal of the products in question.

DATE: \_\_\_\_\_

Customer Name: \_\_\_\_\_ Original P.O. Number: \_\_\_\_\_

Return Product     
  Warranty     
  Credit     
  Replacement

**IF REPLACEMENT(S) ARE REQUESTED, PLEASE PROVIDE THE FOLLOWING:**

Contact Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_

Ship to Address: \_\_\_\_\_

**REASONS FOR RMA / WARRANTY:**

<input type="checkbox"/> FSC Entry Error	<input type="checkbox"/> Freight Charge
<input type="checkbox"/> Rep. Error	<input type="checkbox"/> Freight Damage
<input type="checkbox"/> Failed Overtime	<input type="checkbox"/> Dark Spots/Partially Out
<input type="checkbox"/> Failed During Installation	<input type="checkbox"/> Defective ( <b>attach photos and/or videos</b> )
<input type="checkbox"/> Packaging or Labeling Error	<input type="checkbox"/> Unused Material
<input type="checkbox"/> Shipping Error	<input type="checkbox"/> Other (describe below)
<input type="checkbox"/> Other: _____	

PRODUCT PART #	QTY.	EXPLAIN THE NATURE OF THE ISSUE

**WARRANTY INFO NEEDED:**

- How long was the unit(s) installed before it failed? \_\_\_\_\_
- What was the application and where was the unit(s) installed? (i.e. Warehouse, exterior loading dock, office, etc) \_\_\_\_\_
- Were the unit(s) installed in a dimmer, photocell or controller application? \_\_\_\_\_
- Photos and / or videos of fixtures and application area.

Return Product to: **FSC Lighting**  
**9120 Center Ave. Rancho Cucamonga, CA 91730 | Email: rma@fscighting.com | (909) 948-8878 Ext 142**