

RGAs / WARRANTY REQUEST



RGAs are the *only* authorization for returning or disposing of product. | The RGA is not a credit. Credit will only be issued when returning product is received and inspected by FSC Lighting. An RGA authorization is only valid for 30 days. Must contact FSC past the 30 days. Only the RGA 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 RGA / 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 (attach photos and/or videos)
<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