

****REQUESTS will be REJECTED if form is illegible or incomplete****

REQUEST FOR R.G.A.

CUSTOMER # _____ DATE _____

CUSTOMER NAME & Address _____

CONTACT PERSON _____

Email: _____ PHONE: _____ FAX: _____

***Thoroughly READ and complete this form and return via fax to 214.350.9137 or
Email to tlmra@techlightusa.com**

Absolutely NO RETURNS will be accepted by Techlight without an RGA number.

Techlight ITEM # _____ Description _____ QTY. _____

Techlight ITEM # _____ Description _____ QTY. _____

Techlight ITEM # _____ Description _____ QTY. _____

Techlight ITEM # _____ Description _____ QTY. _____

Techlight ITEM # _____ Description _____ QTY. _____

PROOF OF PURCHASE: This request cannot be processed without the following:

Techlight INVOICE # _____

Techlight ORDER # _____

CUSTOMER P.O. # _____

REASON FOR REQUEST - Check all that apply.

- FREIGHT DAMAGE FACTORY ERROR
- CUSTOMER ERROR DEFECTIVE
- OTHER

DESCRIBE ABOVE PROBLEM: _____

FOR INTERNAL USE ONLY
RGA # _____
ISSUED & REVIEWED BY _____
DATE _____
APPROVED _____
DENIED _____
REASON _____

Upon approval, ATTACH this form to RGA issued.

*Techlight WARRANTY PERIOD IS ONE YEAR (EXCLUDING LAMPS). MERCHANDISE OVER ONE YEAR OLD IS NON RETURNABLE. SPECIAL ORDERS AND CUSTOM COLORS ARE NON RETURNABLE. WE RESERVE THE RIGHT TO ACCEPT / DENY THIS REQUEST BASED ON THE INFORMATION PROVIDED ABOVE. A RESTOCKING FEE OF 20% PLUS FREIGHT CHARGES WILL BE ASSESSED WHERE APPLICABLE. ANY ITEM/S OTHER THAN THOSE CONTAINED IN THE RGA WILL BE DISCARDED. ALL RGAs ARE GOOD FOR 45 DAYS FROM THEIR ISSUED DATE. CLAIMS OF DEFECTIVE MERCHANDISE MUST BE REPORTED TO Techlight WITHIN 30 DAYS OF DELIVERY. Techlight IS NOT RESPONSIBLE FOR MISSING OR DAMAGED FREIGHT. SHORTAGES OR FREIGHT DAMAGE MUST BE REPORTED TO Techlight WITHIN 10 DAYS OF DELIVERY IN ORDER FOR US TO ASSIST YOU WITH YOUR CLAIM. FREIGHT DAMAGES **MUST** BE REPORTED TO FREIGHT CARRIER AND NOTED ON FREIGHT BILL BEFORE YOU SIGN IT RECEIVED!!! OTHERWISE WE CAN RENDER NO ASSISTANCE IN HELPING WITH YOUR CLAIM.