



### **RETURN OF STOCK MERCHANDISE**

Merchandise will not be accepted without prior written authorization from Customer Service via email at [orders@aboveallighting.com](mailto:orders@aboveallighting.com). Requests to return merchandise must be made within three (3) months from date of shipment by Above All Lighting. All returns must be shipped prepaid to the location designated on the return authorization. Credit will be issued based on the original invoice price, or price in effect at time of return, whichever is lower, less a minimum disposition charge of 25%. Credit will not be issued for the outbound freight of the original product shipment. All returned products must be in carton, be unused, and must be received undamaged and in good condition for resale. Returned products will be inspected and tested to confirm they are undamaged, unaltered and in good working condition. If returned item can not be resold, customers will be given the option of Above All Lighting returning item at customers expense or field scraped without credit being given.

RGA numbers are required to be on the return shipping label.

### **NON RETURNABLE MERCHANDISE**

Non-stock, special ordered, custom made, and modified products are not returnable. In addition, the following products will not be accepted for return:

- a. Obsolete or discontinued products
- b. Products damaged, altered, or modified in the field by end user
- c. Products older than 3 months
- d. Products for a specific program which cannot be used for another application
- e. Products modified by Above All lighting per Customers specifications

### **Returns Policy for Defective Material**

Requests for returns of defective material must be processed through Customer Service by email at [orders@aboveallighting.com](mailto:orders@aboveallighting.com)

Customer Service will issue an RGA number, which must appear on all return shipping labels.

Material will be inspected, and if deemed defective, a credit memo will be issued. If item is returned and tested and found not defective customers will be given the option of returning item at customers expense or field scraped without credit being given.

### **Replacement for Defective Material**

Replacement will be shipped and invoiced. A credit memo will be issued when defective Material is received and inspected.

### **Claims of Shortages**

Claims of shortages must be received by Above All Lighting within 5 days of receipt of shipment.

**Add:** 1501 Industrial Way North, Toms River, NJ 08755

**Phone:** 866-222-8866 **E-mail:** [info@aboveallighting.com](mailto:info@aboveallighting.com) **Web:** [www.AboveAllLighting.com](http://www.AboveAllLighting.com)



### **Freight Claims**

All claims for damaged or loss must be signed for as such on the original waybill. Concealed damage must be reported within 5 business days of date of receipt.