

RGA Request

www.AboveAllLighting.com
 1135 Thomas Busch Highway,
 Pennsauken, NJ 08110
 Phone **(866) 222-8866**

Please complete ALL fields of the RGA Request form to initiate your return and email it to Orders@aboveallighting.com

* Product returned without authorization may be REFUSED for credit processing.

**** CUSTOMER RESPONSIBILITY STATEMENT **** All product and packaging MUST be inspected at the time of delivery and discrepancies must be reported on the delivery ticket.

FAILURE TO REPORT or NOTE issues will result in a DENIED return authorization and any CREDIT will be refused.

**** NO RETURNS will be allowed on DROP-SHIPS, SPECIAL ORDER ITEMS, ADD TO STOCK ORDERS, DISCONTINUED ITEMS, PAINTED PRODUCTS, and all items systematically designated as non-returnable. Parts resubmitted for return after credit has previously been denied will be disposed of without return to the customer and no credit issued. ****

RGA#:	Date:	Business Name:
Rep Agency:		Rep Contact:
PO#:		Date of PO:
Invoice#:		Date Received:
City, State:		Customer Phone:
Account#:		Customer Email:

RETURN CODE / REASON GRID: Please fill out the area below by enter the corresponding code for this form in the "Enter Code" area.

OE	ORDER ENTRY ERROR	FD	FREIGHT DAMAGE
RE	REP AGENCY ERROR	PE	PACKAGING/LABELING ERROR
DF	DEFECTIVE	CE	CUSTOMER ERROR
NM	NON-MOVING STOCK	SE	SHIPPING ERROR
	DF Enter Code: _____	OO	OTHER: _____

SKU#	MODEL#	QUANTITY

Please answer the following questions to better help us serve the needs of our customers:

1. What is the voltage? _____

2 How does the product switch on/off? _____ What kind of the controller ?

photocell motion sensor wall switch others _____

3. How long was the unit(s) installed before failure? _____ How long is the unit(s) in operation for during the day ? _____ hrs.

4. What is the application? Where is the unit(s) installed? _____

5. What is the lowest working temperature condition for the fixture ? _____ what 's the highest working temperature for the fixture ? _____

6. How is the unit (s) defective? light off flicker leakage reflector damaged

LED damaged others _____

7. Can you draw a conclusion on which electronic component or unit may be defective ? power controller

battery others _____

CUSTOMER REQUESTS:	<input type="checkbox"/> CREDIT	<input type="checkbox"/> REPLACEMENT
RESTOCK CHARGE:	<input type="checkbox"/> YES	<input type="checkbox"/> NO
CUSTOMER RESPONSIBLE FOR SHIPPING BACK TO COMPANY:	<input type="checkbox"/> YES	<input type="checkbox"/> NO

FOR INTERNAL USE	
Condition Received: _____	
Date Received: _____	Received By: _____