

Return / Replacement Request Form

Please email completed form to Quality@ilp-inc.com

Request Date:

Customer Information

Company:

Email:

Order Details

Original PO #, Invoice # or Sales Order #:

Order Date:

Return Details

Reason for Return: *Please select one below.*

- Flickering Wiring Issue Partially Out Completely out
 Water Intrusion Sensor Issue LED Driver issue
 Ordered Incorrect Product Shipping Damages Other:

**Options in Red Selections above require the Technical / Quality Issue Questionnaire filled out below.
Photos or Videos must be supplied at time of RMA Submittal.*

Troubleshooting Steps Performed

Technical / Quality Issue Questionnaire

PICTURES OR VIDEOS REQUIRED FOR ALL REQUESTS

Manufacturers Information: (ILP MODEL LABEL LOCATED IN THE INSIDE OR OUTSIDE OF THE FIXTURE)
INSTALLATION DATE:
LINE VOLTAGE <input type="checkbox"/> 120 volts <input type="checkbox"/> 277 volts <input type="checkbox"/> 347-480 volts
LINE FREQUENCY:
INSTALLATION LOCATION ENVIRONMENT:
INSTALLATION TEMPERATURE:
TURN-ON HOUR(S) / DAY(S):
DEFECT DATE:
Are the failures on the same Circuit? <input type="checkbox"/> YES <input type="checkbox"/> NO

Product Information

If you are returning material from multiple PO's please list them on each corresponding line.

Full Order (No need fill individually below)

QTY	Part#/Description	Corresponding PO

Shipping Damage MUST be marked on the packing slip at the time of delivery. Pictures must be provided as we have only a 5-day window to report a claim.

Please provide the shipping address for the replacements below:

Company Name:	
Address:	
Contact/Mark:	
City/State/Zip:	

Customer is responsible to ensure that material is returned within 30 days to the address provided. Customer should provide ILLUMUS with tracking information for the returned items as soon as it is available. Credit will only be given for merchandise returned in new, uninstalled, saleable condition. Restocking fees for Quick Ship products are 30%. Made-to-order fixtures, Poles, Factory modified Quick Ships items are not returnable for credit. Any Quick Ship Items not returnable for credit after 30 days from delivery. Concealed damage claims after 5 days for LTL deliveries and (60) days for UPS small parcels are the responsibility of the customer ILLUMUS WILL NOT REIMBURSE OR APPROVE ANY LABOR REIMBURSEMENT REQUEST. ILLUMUS is not responsible for any damage occurred to the returned product while in transit back to the factory for RMA (not returned on ILP account). ILLUMUS will charge customers all associated freight costs on products returned that are found to be non-defective.

Industrial Lighting Products

Tel. (407) 478-3759

Website: <https://illumus.com>

Email: quality@ilp-inc.com