

Return / Replacement Request Form

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

Request Date:

Customer Information

Company Name:

Email:

Order Details

Original PO#, Invoice Number 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
 Overstock / Leftover
 Defectives
 Shipping Damages*
 Other: Click or tap here to enter text.

**Options in red will require pictures to be included with the request*

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
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

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:

Customer is responsible to ensure that material is returned within **30 days** to the address provided. Customer should provide ILLUMUS CSRs with tracking information for the returned items as soon as it is available. Factory credit will be issued based on the original invoice price less restocking and factory paid outbound and inbound freight expense. Credit will only be given for merchandise **returned in new, uninstalled, saleable condition**. Restocking fees for manufactured products are **30%**. Resale items including lamps and ballasts may incur a substantially higher restocking rate. ILLUMUS is not responsible for any damage occurred to the returned product while in transit back to the factory for RMA. ILLUMUS will charge customers all associated freight costs on products returned that are found to be non-defective.

Outdoor fixtures (ie: Floodlights, Area Lights, and Wall Packs) will be requested to be returned to ILP for a detailed failure analysis. Photos of the fixtures installed are required before an RMA will be issued. Please contact ILP for further information on these types of failures. In returning the above referenced product(s) you have agreed to these terms and conditions.