

# PRODIGY LIGHTING

## RMA FORM for WARRANTY AND RETURN REQUESTS

Date: \_\_\_\_\_

<b>Customer Name:</b>
<b>RMA Replacement Shipping Address:</b>

<b>Original PO Number</b>	
Contact Name	
Contact E-mail	
<b>Date of Install</b>	
<b>Date of Problem</b>	
<b>Email to:</b>	<a href="mailto:orders@prodigylighting.com">orders@prodigylighting.com</a>

**Reason for Return:**

- Defective (list specific Reason)     
  Frieght Damage     
  Other: \_\_\_\_\_  
 Customer Error/Canceled     
  Shipping Error

QUANTITY	DESCRIPTION/PRODUCT #	EXPLAIN THE NATURE OF THE PROBLEM

1. How long was the unit(s) installed before it failed?	
2. Environment Installed? (indoor, outdoor, outdoor covered)	
3. What was the application and where was it installed?	
4. Were the units installed on a dimmer, photocell or controller application?	

**Customer Requests:**     
 Return for Credit     
 Warranty Replacement

**Pick Ups Address (for Approved RMA Warranty Only - For Returns Customer Must Arrange Return Shipping):**  
 Available Hours for Pick Up: \_\_\_\_\_

**Notice:**  
 RMA may take 3-5 business days to process, Please see RMA policy on page 2.  
 35% Vendor Restocking Fees Apply to Non-Warranty Related Returns. Email tracking #'s for Return Validation.

**Return RMA to: [orders@prodigylighting.com](mailto:orders@prodigylighting.com) Attn: RMA Request PO# \_\_**

*Products that need to be returned are subject to the following RMA policy:  
RMAs for Damaged Products or Products that do not conform to Your Order.*

**Step 1:** RMA requests should be submitted to [orders@prodigylighting.com](mailto:orders@prodigylighting.com) on a Prodigy RMA form in accordance with the Prodigy terms and conditions.

**Step 2:** Prodigy will forward an RMA number to you along with shipping labels for the return of the damaged / non-conforming products

**Step 3: Replacement** product or parts will be being provided, a NEW Purchase Order MUST accompany the RMA form, Prodigy shall confirm the shipping date for any replacement products. When you receive these products, they will be accompanied with a new invoice for the replacement products. The cost of this invoice will be offset as set forth in Step 5 below.

**Step 4:** Damaged/non-conforming products must be returned within (i) 30 days of the receipt by you of the replacement products if replacement products are being shipped or (ii) 30 days of your receipt of the RMA number if no replacement products are being shipped. If the damaged/non-conforming items are not returned within the applicable 30 day period referenced above, the RMA shall be closed and payment of the invoice for such products shall be due immediately.

**Step 5:** Once the damaged/non-conforming products have been returned and testing confirms warranty related failure and in accordance with Step 4 above, a credit shall be issued covering such products and such credit will be applied against the replacement products.

**RMAs for Products other than Damaged or Non-conforming Products (i.e. RMAs to return stock items).**

**Step 1:** RMA requests should be submitted to [orders@prodigylighting.com](mailto:orders@prodigylighting.com) on a Prodigy RMA form in accordance with the Prodigy terms and conditions. RMAs under this provision will only be issued for stock items. Custom items may not be returned to the manufacturer unless they are damaged or non-conforming.

**Step 2:** Prodigy will forward an RMA number to you. You shall be responsible for the cost of shipping the products back to Prodigy

**Step 3:** Products must be returned within 15 days of the receipt by you of the RMA number. If the products are not returned within the 15 day period referenced above, the RMA shall be closed and payment of the invoice for such products shall be due immediately

**Step 4:** Once the products have been returned in accordance with Step 4 above, a credit shall be issued covering such products less a 35% restocking fee.