



Return Material Authorization (RMA)

PO# INV# RMA Request Date:

Rep Name:	Customer Name:
Phone:	Email:

1	How long were the product(s) installed for before failure?
2	Does the fixture(s) partially turn on or does it not turn on?
3	Input voltage on site: <input type="radio"/> 120V <input type="radio"/> 200V <input type="radio"/> 208V <input type="radio"/> 240V <input type="radio"/> 277V <input type="radio"/> 347V <input type="radio"/> 480V
4	What was the application, ambient temperature, and hours of operation per day for these fixtures?
5	Were the unit(s) installed with a dimmer, photocell, emergency battery?
6	Provide images / videos of the Installation and LED when turned ON (Attach Files Separately)

Replacement Ship To:	Name:			<input type="radio"/> Replacement - Alternative <input type="radio"/> Replacement - Exact
Address:	City:	State:		
Zip Code:	Phone:	Email:		

Return Ship From:	Name:			
Address:	City:	State:		
Zip Code:	Phone:	Email:		

TGS Item No.	Description (Wattage & CCT)	Total QTY	QTY Defective	Additional Failure Description

All products have a One (1) to Five (5)-year warranty (Please refer to our Returns Policy). Proof of purchase (i.e., a copy of the invoice) is necessary in order to provide any service. The RMA number is for tracking of the repair only. RMA number is valid only for items originally listed in the request forms. The items are tested only for the problems listed on the RMA form, so please describe the problem in detail. "Dead on Arrival" (DOA) items, shipment shortages, discrepancies, etc. must be reported within five days of receipt. Any physical damage or modifications done to the product, or defacing labels on parts and components, voids warranty. No refunds – exchanges only. Your service and installation charges are non-refundable. Please print RMA number legibly on top of EACH package. Any package without a RMA number will not be accepted and returned to the shipper. Truly Green Solutions will not and cannot be responsible or liable thereafter.

By signing below, you agree and confirm the policy above in accordance with RMA shipment procedures.
Email completed RMA form to rma@trulygreensolutions.com.

Signature Date

FOR TGS USE ONLY

RMA# <input type="text"/>	<input type="radio"/> Defective <input type="radio"/> Canceled Order <input type="radio"/> Shipping Error <input type="radio"/> Order Entry Error <input type="radio"/> Customer Order Error <input type="radio"/> Damaged/ Missing Items
CARRIER <input type="text"/>	TRACKING# <input type="text"/>

Decision:

<input type="radio"/> Accept — Replacement (SKU#) / Repair / Credit (%) / Restocking Fee	<input type="radio"/> Reject — Reason for Rejection
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