



Return Material Authorization (RMA)

PO# **INV#** **RMA Request Date:**

Rep Name:		Customer Name:	
Address:	City:	State:	Zip Code:
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	Was testing attempted on the fixture? Please Explain Results.
4	What was the application and where were the unit(s) installed?
5	Were the unit(s) installed with a dimmer, photocell?
6	Provide images / videos of the Installation and LED when turned ON (Attach Files Separately)

<input type="radio"/> Replacement <input type="radio"/> Repair <input type="radio"/> Credit	Replacement Ship To:	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"/>
Warranty Void Date: <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

Decision:

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