

# RMA REQUEST FORM PAGE 1

(If you do not receive a RMA number within 24 to 48 hours please call the RMA Hot Line.)



Sunlight Garden Supply, ULC

SGS is an Authorized Dealer of Sunlight Supply.

RMA@sunlightsupply.com

Phone (888) 582-2762

Fax (360) 992-7785

Store Contact Information	
Date	
Employee Contact Name	
Store Name	
Phone Number	
Fax Number	
Store Email	

Ship from Address	
<input type="checkbox"/> Check if shipping from your customer	
Customer Name	
Street	
Unit	
City	
Province & Postal Code	
Customer Email	

**All fields on form MUST be filled out completely.**

**This box must be complete**



*An RMA confirmation will be sent to you and **MUST** be used as the Packing Slip when product is returned* (Do not use this form as a packing slip)

Have you verified all products are under Warranty?

☐ Yes ☐ No

Have you tested all products?

☐ Yes ☐ No

I have reviewed and understand additional guidelines on page two.

☐ Yes ☐ No

Can we ship repaired items with your next order?

☐ Yes ☐ No

☐ Need pallet pick up

Date pallet will be ready by: \_\_\_\_\_

☐ Lift gate needed

Weight: \_\_\_\_\_

Store hours: \_\_\_\_\_

☐ Do Need UPS Ground labels.

Number of boxes: \_\_\_\_\_

Fax #/Email address to send to: \_\_\_\_\_

**We are now using prepaid, UPS ground labels for warranty returns. These will be either emailed or faxed to you.**

**NOTE: Freight will only be covered for defective and in warranty products.**

See codes on page 2

Product #	Description	Qty	Serial #	Problem with product	Return Code

An RMA will be sent to you via email or fax

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Product MAY NOT be returned without a RMA confirmation

# RMA REQUEST FORM PAGE 2

[illegible]

Notes:

- Product returned without RMA approval or not sold by us will be refused and shipping charges and administrative fees applied.
- All Sunlight Supply brand reflectors, Titan Controllers, EcoPlus Chillers, Ideal-Air products and Sun System Ballasts except Electronic Ballasts will be handled as a repair. Most other distributed items that Sunlight authorizes to be returned will be credited if deemed defective and is within warranty period.
- If product is returned for Warranty Repair and is out of Warranty or is in Warranty but found to be working, shipping charges will be applied. Repairs are \$60/hour labor, plus parts when not in warranty.
- Product should be returned in original packaging or equivalent. Damage due to poor packaging may void the warranty and will be the customers' responsibility.
- Warranty will be void if factory serial # has been tampered with or removed.
- Distributed products should never be returned without prior approval.
- Return products for credit are subject to a minimum 20% restocking fee.
- Our proprietary product warranties apply to US and Canadian customers only. In some cases, customer will be responsible for inbound freight.
- All fields are required. Please be as complete as possible when describing the problem, use extra lines if needed.
- Payment terms on your account will be applied to all credits.

RETURN CODES	
Return for Warranty Repair	0
Return defective for credit	1
Return to stock for credit	2

***We appreciate your business! Thank You!***