



2016 RETURNS GOODS AUTHORIZATION FORM

SUBMISSION

DATE:	RGA #:
ORIGINAL SO #:	ORIGINAL PO #:
REPLACEMENT SO #:	RETURN TRACKING #:

COMPANY:		
FIRST NAME:	LAST NAME:	
ADDRESS:		
CITY:	STATE:	ZIP:
PHONE #:	EMAIL:	

ITEM NAME	CONDITION	REASON FOR RETURN	QTY

COMMENTS

Global Tech LED RGA Terms & Conditions

Troubleshooting- The customer's responsibility is to make sure all problems undergo proper troubleshooting before submitting a Return Goods Authorization (RGA) Request. We are always happy to help our customers with troubleshooting, call us toll free at [\(877\) 748-5533](tel:8777485533) or visit www.GlobalTechLED.com.

Replacements- Global Tech LED will only send parts as replacements. After you have determined what part is needed through troubleshooting, a replacement purchase order is required, reflecting the part(s) and the pricing. If you do not wish to troubleshoot you may request a whole replacement kit is sent, but a replacement purchase order and prepayment will be required before the replacement material can ship. Replacement part(s) will be shipped and billed to the distributor for product(s) under Warranty, pending return of defective product(s). All Replacement Orders will be processed with a UPS Return Label, This will be electronically sent via email along with the RGA Form. Defective product(s) must be received within 30 days of the replacement part(s) shipment from our warehouse using the provided UPS Return Label. Upon receipt of returned product(s), inspection, testing, and evaluation will be performed to determine the cause of defect. The customer is then notified of the determination of the testing.

- Product(s) that is deemed defective and/or unrepairable and covered under warranty - a credit will be issued to the customer's account.
- Product(s) found to have no defect will be subject to a \$75.00 per hour testing charge (1 hour minimum), which will be invoiced to the customer. At this time the customer may decide to have the tested part(s) returned and is responsible for the return charges.
- Product(s) found defective from misuse, improper voltage, or faulty wiring will not be covered under warranty, the customer will be responsible for cost of the replacement material.

Packing Instructions- RGA number provided must be clearly written on the outside of the box and the provided RGA Form must be included within the box. Failure to write the provided RGA Number on the outside of the return packaging may result in unexpected delays. Please ensure the material you are returning is packaged carefully. All LED Modules must have the protective clear covers snapped over the board of the Module. The warranty is null and void if the product(s) are damaged in the return shipment. We will supply protective clear covers if needed, please contact us at [\(877\) 748-5533](tel:8777485533).

Return to Stock- Any order that is returned to Global Tech LED, LLC (GTL) for part(s) ordered incorrectly by the customer, or unneeded upon receipt, the customer is required to pay a 20% restocking fee. A credit will be issued once it is determined that the Return Terms are met. Please Note: Functioning Solstice Modules (Not including 5000k) with secondary optics will not be able to be returned to stock.

Global Tech LED RGA Terms & Conditions Cont.

Sample Returns- All sample returns must be processed through the RGA/Warranty Department. Material must be sent back with the proper authorization paper provided by GTL in new, working, and resalable condition. Please be sure to package the material carefully, no credit will be issued if the sample product(s) are damaged in the return shipment. The customer is responsible for all freight costs involved with the return of sample products.

Reasons for Credit Denial

- Misuse
- Abuse
- Unauthorized or Improper Repair or Alteration
- Accident or Negligence in Use, Storage, Transportation, or Handling
- Acts of God or Nature
- Material modified to customer specifications
- Obsolete, discontinued or "close-out" material
- Custom manufactured material (Ex: Specialty Kelvin Temperatures, Custom Optics)
- Material sent back without the proper authorization paperwork
- Non-OEM Parts

Labor Costs Associated with Warrantable LED Module Replacement

Global Tech LED, LLC will not be responsible for back charges of any kind, including, without limitation, labor charges, equipment rental fees or late penalties unless specified in our Labor Reimbursement Policy.

Global Tech LED may pay labor costs on a job with a 3% or greater failure rate due to a product defect, up to \$25 (twenty five dollars) per unit at GTL's discretion, associated with replacement of product deemed warrantable upon inspection of returned goods up to one year from date of purchase. Invoices for labor must be sent to

Global Tech LED along with RGA (return goods authorization), and product to be inspected for warranty claim. If product defect is considered warrantable upon GTL inspection, Global Tech LED will reimburse labor expenses up to \$25 per LED module. Projects asking for Labor cost reimbursements must first get approval from GTL and be issued an RGA that includes labor costs. GTL will not be responsible for equipment rental or other additional costs that may occur. This program is subject to change at the discretion of Global Tech LED, LLC.

[Global Tech LED, LLC](#)

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