



# Return Authorization

RMA Number Call Customer Service to obtain this number

Email: [Customer.Service@AssuranceLighting.com](mailto:Customer.Service@AssuranceLighting.com)

Toll Free: 1-877-774-4775

Please read our full return policy on page 2. To initiate a return, please call our customer service department to request a RMA number. Please write that number in the box above and on the exterior of the box with the material to be returned. Then complete this form and email it to us at [customer.service@AssuranceLighting.com](mailto:customer.service@AssuranceLighting.com)

<b>CUSTOMER INFORMATION</b>		
PO #:	Customer Name:	
Ship to Name:		
City:	State:	Zip Code:
Rep Agency:		Agency Contact:
Agency Contact email:		

Qty:	AE Part #	AE Invoice #	Invoice Date	Unit Price	Return Reason Code

Additional Comments:

**Return Reason Codes :**

- #1 Shipping Error
- #2 Duplicate Order
- #3 Defective
- #4 Order Error-Distributor
- #5 Order Error - Agent
- #6 Order Error - End User
- #7 Specification Error-Specifier
- Other- Specify in Comments

**Ship to:**  
Assurance Engineering LLC

RMA# \_\_\_\_\_

357 Cumberland Street  
Memphis, TN 38112-3350

# Return Material Authorization Form

## Return Policy

It is Assurance Emergency Lighting's policy to accept material for return only when that material is accompanied by a valid Return Material Authorization Request Form (RMA). No material may be returned to Assurance Emergency Lighting by a customer without prior written authorization in the form of a RMA which has been issued by Assurance Emergency Lighting expressly for the material to be returned. This RMA will be issued at the sole discretion of Assurance Emergency Lighting. Except with respect to defective items, returned material must be in its original sealed cartons. Material shipped without an authorizing RMA number will not be received by Assurance Emergency Lighting. All requests must be made within 12 months of original shipments.

Assurance Emergency Lighting Agents must complete the RMA Request Form and send it to Assurance Emergency Lighting prior to shipment of any material. Distributors may also request an RMA by sending the completed RMA request form directly to Assurance Emergency Lighting. Assurance Emergency Lighting will issue the RMA number and supporting documents. All material is to be returned freight prepaid to Assurance Emergency Lighting. A 25% restocking fee will be applied. An invoice number or purchase order number must be provided to verify the amount paid for any product before credit can be issued. Discontinued product will not be accepted for return.

## Defective Product

Prior to returning defective material, the RMA Request Form must be submitted to and approved by Assurance Emergency Lighting. Assurance Emergency Lighting will issue specific instructions as to the disposition or return of defective material. Material returned as defective but found to be in good working order will receive no credit and will be scrapped unless other arrangements have been made in writing by the customer with Assurance Emergency Lighting prior to the return of product. The customer may contact Assurance Emergency Lighting Technical Support for troubleshooting assistance by calling 1-877-774-4775.

## Agent Stock Order Errors

Stock returns requested as a result of an agent error are allowed. The cost of freight to and from the customer will be charged to the agent. Prior to returning the material the RMA Request Form must be submitted to and approved by Assurance Emergency Lighting.

## Order Errors

Material returns requested as a result or an error on the part of Assurance Emergency Lighting will be returned at no cost to the customer. Prior to returning the material, the RMA Request Form must be submitted to and approved by Assurance Emergency Lighting.

## Made-To-Order (MTO) Project Material

Non-stocking special products, custom-made products or outdated or modified versions of catalogued factory stocking items are normally not eligible for return to Assurance Emergency Lighting. Exceptions include defective material and Assurance Emergency Lighting errors explained below. Customer or Agency errors are not valid reasons for MTO material returns.

## Defective MTO Material

Any request for the return of defective MTO material must be directed to the Customer Service Tech Support Group who will troubleshoot and determine whether to grant a return authorization. Prior to returning the material, the RMA Request Form must be submitted to and approved by Assurance Emergency Lighting. Material returned as defective but found to be in good working order will receive no credit and will be scrapped unless other arrangements have been made in writing by the customer with Assurance Emergency Lighting prior to the return of product.

## Assurance Emergency Lighting MTO Order Errors

When incorrect product is shipped as a result of an error on the part of Assurance Emergency Lighting, the agent must complete the RMA Request Form and submit it to Assurance Emergency Lighting within 90 days of the original shipment date. Assurance Emergency Lighting will issue an RMA number and specific instructions as to the disposition or return of the material.