



RMA Request Form

1. Complete RMA form with description of issue(s) with your product(s).
2. **Return completed RMA form with copy of Neptun Light, Inc. purchase invoice by fax to 847-735-8004 or by email to orders@neptunlight.com.**
3. All returning product(s) must match with original Neptun Light, Inc. invoice description.
4. Credit requests for tube orders must be made within thirty (30) days of invoice date.
5. Requests to return non-defective product(s) must be made within fifteen (15) days from date received and are subject to 30% restocking fee.
6. Neptun Light, Inc. will contact you with RMA number or reason why not approved.
7. Warranty does not apply to invoices that have not been paid in full and within established credit terms. See Terms & Conditions of Sale for further information.
8. Product(s) can only be sent to Neptun Light, Inc. at below address after RMA number has been issued.
9. All fixtures are custom-made and are not returnable. RMA process is for replacement or repair of product(s) only.
10. Transportation charges for all returned goods shall be the responsibility of Purchaser, unless expressly agreed to the contrary in writing by Neptun Light, Inc.
11. RMA number is valid from date of issue and not to exceed warranty period.
12. Please write RMA number on outside of shipping box and include a copy of this form with the product(s) in question.

Company: _____ PO #: _____

Address: _____ PO Date: _____

City: _____ Invoice #: _____

State: _____ Zip Code: _____ Phone #: _____

Contact Name: _____

Email: _____

Quantity:	Item #:	Item Description:

Detailed Reason For Return:

Neptun Light, Inc. is not responsible for any lost and/or damaged items being returned. A 30% restocking fee will be applied to any non-defective product(s) returned. If approved, credit will be issued in form of a credit memo. Credit memos expire after twelve (12) months of inactivity.

For Neptun Use Only:

RMA #: _____ Total Pieces: _____ Date Received: _____

Notes: _____
