



13950 Business Center Drive
 Lake Forest, IL 60045, USA
 Tel: 847-735-8330 /Fax: 847-735-8004
 E-mail: orders@neptunlight.com

RMA Request Form
 RMA Department Fax: 1-847-735-8004

- IMPORTANT RMA PROCEDURES**
1. Complete this RMA Form with a description of the issue (s) with your product.
 2. Return this completed RMA Form with a copy of the original purchase invoice.
 3. All returning product(s) must match with its original invoice description.
 4. RMA Dept. Representative will contact you either with an RMA number, or a reason for RMA denial.
 5. Only after you receive an RMA number, return your product(s) to NEPTUN LIGHT, Inc.
 6. This RMA process is for replacement/repair of products only.
 7. Your RMA number is valid from the date of issue, and not to exceed beyond the warranty period.
 8. Please write your RMA number on the outside of your shipping box (on the address line).

Complete this form and FORWARD to the RMA Dept. with a copy of your purchase INVOICE
Complete with Ship to ADDRESS for replacements:

Company: _____ Purchase Order # _____ Issue Date: _____

Address: _____ Phone: _____

City: _____ State: _____ Zip: _____

Contact Person: _____

E-mail: _____

<u>For Neptun Use Only</u>
RMA # _____
Total Pieces _____

QTY	ITEM NUMBER	DESCRIPTION	INVOICE #	DETAILED EXPLANATION

Special Request:

Terms and Conditions:
 1. NEPTUN LIGHT, INC. IS NOT RESPONSIBLE FOR ANY LOST RETURNED ACCESSORIES AND/OR DAMAGED ITEMS.
 2. RESTOCKING FEE OF 30% WILL BE APPLIED TO ALL GOOD PRODUCTS RETURNED.