



Return Goods Authorization

Please complete and return this form to:

Alphalite Inc.
11920 Altamar Pl.,
Santa Fe Springs, CA 90670
CustomerService@Alphalite.com

Issued by Alphalite Inc.

RGA No.:

Date:

Valid Until:

Field Destroy

Hold for Courier Inspection

CUSTOMER INFORMATION

REPLACEMENT SHIP TO ADDRESS

Company:

Contact Name:

Address:

Phone Number:

Alphalite Rep:

Company:

Contact Name:

Address:

Phone Number:

RETURN PRODUCT INFORMATION

Terms & Conditions should change to match our current policy as shown here:

A completed RETURN GOODS AUTHORIZATION form is required for all returns. Refunds will not be issued for returned merchandise. Alphalite offers only product replacements or a credit towards customer's account. All returns for Credit must be made within 120 days from the date of receipt of the goods. Returned merchandise must be in the original packaging and in resalable condition. Credit cannot be issued for any defective or damaged fixtures but can be replaced with new items. Defective items must still be covered under warranty to receive a replacement for all item(s) damaged during transit, Alphalite MUST be notified within 7 days of receipt and MUST receive photos of such damages to be eligible for replacement(s) at no cost. Special ordered merchandise cannot be canceled returned.

PO or Invoice No.

Model No.

Qty.

Reason for Return

Additional comments:

Please indicate which you would like:

☐

Credit

☐

Replacement(s) for the item(s) listed above.

Replacement order #

(If Applicable)

Customer's Signature: _____

Date: _____

By signing, we understand that all defective material must be kept until a written and signed authorization to field destroy any or all items, is/are received.

FOR INTERNAL USE ONLY

Customer Service Department

Additional Costs

Issued By: _____ Date: _____

Approving Authority

Approved By: _____ Date: _____

Restocking Fee: _____

Original Shipping Cost: _____

Responsible for the Cost of Return Shipping.

Others: _____

Credit Amount: _____

CR

NCR

NQA