

## RMA / Warranty Return Request

Use this form to request a Return Material Authorization (RMA / RGA) number for fixtures under warranty or for non-warranty returns. RGA numbers are issued within one business day. Prepaid return shipping labels are supplied for in-warranty returns.

### RETURN TYPE

Warranty (in-period defect)    DOA (received non-functional)    Stock Return (restocking fee may apply)    Other

### CUSTOMER & PROJECT INFORMATION

CUSTOMER COMPANY NAME

CUSTOMER ACCOUNT NUMBER

PROJECT NAME

PROJECT ADDRESS (STREET)

CITY

STATE

ZIP

ORIGINAL PO NUMBER

ORIGINAL INVOICE NUMBER

ORIGINAL SHIP DATE

DATE ISSUE FIRST OBSERVED

### CONTACT INFORMATION

PRIMARY CONTACT NAME

PRIMARY CONTACT TITLE

PHONE

EMAIL

**FIXTURE INFORMATION & QUANTITY**

MODEL / PART NUMBER	DATE CODE	QUANTITY	FAILURE MODE

**FAILURE DESCRIPTION**

Describe the failure mode, troubleshooting steps attempted, and any photos available (attach separately by email).

**RETURN SHIPPING**

Request prepaid return label (in-warranty fixtures)      Customer will ship return on own account  
Pre-ship replacement (production-critical sites – contact [service@clearvulighting.com](mailto:service@clearvulighting.com) to coordinate)

**SUBMITTER & AUTHORIZATION**

SUBMITTER NAME

SUBMITTER TITLE

AUTHORIZATION SIGNATURE & DATE

**Return Completed Form To:**

Email: [service@clearvulighting.com](mailto:service@clearvulighting.com) · Phone: 516-941-3737 · RGA issued within 1 business day  
Do not ship returns without an RGA number – un-numbered shipments will be refused at our receiving dock.