



Return Good / Materials Authorization Form (RGA / RMA)

Once the below sections have been completed please email your form to billing@millerlightingproducts.com

Customer Details: (Please Print)

Business Name: _____

Business Address: _____ City: _____ State: _____ Zip Code: _____

Business Phone: _____ Business Fax: _____

Contact Person: First Name: _____ Last Name: _____ Contact Person's Email: _____

Product(s) Details					
<u>Product(s) / SKU:</u>	<u>Quantity:</u>	<u>Reason for Return:</u>	<u>PO#</u>	<u>Invoice#:</u> <i>(Required)</i>	<u>Invoice Date:</u>

CLAIMS FOR DEFECTIVE MERCHANDISE: No returns will be accepted without prior written permission in which an RGA (Return Good Authorization) Number will be issued. This RGA number is valid for 14 days only and a copy of the completed RGA form must be provided with the products being shipped back to Miller. The shipping of the products is at the customer's expense. An itemized list of the merchandise and the original invoice number(s) must be listed on the RGA form. **An RGA must be obtained before any Counter Service return is accepted.** All defective returns are subject to inspection and review of the products existing warranty. If the product falls under the manufacturer's warranty, Miller will follow the manufacturer's warranty procedures pertaining to that product. The final decision of whether the product falls under the manufacturer's warranty is up to the manufacturer. In waiting for the manufacturer's decision, the customer can either purchase a replacement product or wait for the decision from the manufacturer. The decision from the manufacturer will determine if a store credit will be applied to your account. You will be contacted when Miller receives the manufacturer's decision.

RETURN POLICY: Returns of defective, broken, or damaged merchandise (please see the above section labeled Claims For Defective Merchandise). **Pertaining to Special Orders, Non-Stock Items, Promotional and Clearance Item, ALL Sales are final and are therefore Non-Returnable/Non-Refundable.** Products in need of being returned, need to be returned within 14 days of purchase, in their undamaged original packaging, and are subject to prior approval. The return of items purchased via our website will only be accepted within 14 days of receipt of the online purchase. Within this 14-day period the customer must obtain an RGA (Return Good Authorization) number. This RGA number is valid for 14 days only and a copy of the completed RGA form must be provided with the products being shipped back to Miller. The shipping of the products is at the customer's expense. An itemized list of the merchandise and the original invoice number(s) must be listed on the RGA form. **An RGA must be obtained before any Counter Service return is accepted.** Any return authorization request for a single item that is greater than \$500.00 in value is subject to an overstock review. Management reserves the right to deny any RGA based on the overstock review. Approved returns are subject to fee by Miller and / or the manufacturer specified fee's / terms. Please refer to the Restocking Charge section below for details of charges. Damaged products and / or products that are not in their undamaged original packaging will not be accepted. All approved returns will receive STORE CREDIT ONLY.

RESTOCKING CHARGE: Miller reserves the right to charge up to a 25% restocking fee on approved returned items and / or the manufacturer specified fee's / terms.

EXPIRATION TIME FOR CREDITS: All Store Credits are good for 1 year from the date of issue.

Miller Lighting Products
Attn: RMA Department
3612 N. 16th Street
Phoenix, AZ 85016

For Internal Use Only:

RMA#: _____ Restocking Fee: Y / N Issued By: _____ (initials) Date Issued: _____ Date Customer Notified: _____

RMA Received On: _____ RMA Received By: _____ (Initials) Replacement Sent On: _____ Credit Amount: \$ _____

Credit Applied to Customer Account On: _____ Credit Expires On: _____