

PLEASE FOLLOW INSTRUCTIONS BELOW

*This form is for electrical product returns only. For self-luminous return requests, please contact **Christen Martin** at cmartin@isolite.com.*

1. Please contact Isolite Tech Support at 1-800-888-5483 for Troubleshooting for defective units prior to RMA Request.
2. Complete the RMA Request Form with detailed descriptions of the issues.
3. Send completed RMA form to **RMA Support** at orders@isolite.com.
4. All **Returning** product must match with the original **Purchase Order**.

Date*: _____ **Site Contact Name*:** _____ **Phone #*:** _____

Agency Name & Location*: _____

Agent Name*: _____ **Agent Email*:** _____

Ship to Address for Replacements/Parts*: _____

*Indicates a Required Field

QTY	ISOLITE PART #	REASON FOR RETURN (PLEASE SELECT ONE)
DETAILED DESCRIPTION OF DEFECTIVE PRODUCT		
# OF CARTONS	DIMENSIONS	WEIGHT

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DETAILS

1. If applicable, a credit will be issued after inspection of returned material.
2. Damaged or missing parts will decrease possible final credit.
3. Debit memos will not be accepted. Isolite will issue a credit memo against this RMA if applicable.
4. Freight is the customer's responsibility.
5. All restock material must be uninstalled & in original carton.
6. Damage incurred during transit due to poor packaging is customer's responsibility.
7. Product must be received by expiration date.
8. If applicable, you will be notified of restocking fee.
9. Please provide Isolite with tracking information for all cartons upon shipment.



ALL CARTONS MUST BE MARKED WITH FACTORY RMA #, OR YOUR RMA WILL BE REFUSED.



RETURN MERCHANDISE TERMS

No merchandise may be returned by customer without prior written authorization in the form of a Return Material Authorization (RMA), which has been issued by Isolite Corporation expressly for the merchandise to be returned. This RMA will be issued at the sole discretion of Isolite Corporation and must be requested by the customer within 30 days of the original shipment date for tritium self-luminous products, or within 90 days for all other products. Except with respect to defective items, returned merchandise must be uninstalled and in its original sealed cartons. Non-stocking products, special order products, custom made products, and/or outdated or modified versions of cataloged factory stocking items are sold only on a non-cancelable and non-returnable basis, and will not be accepted for return. Except for products considered by Isolite Corporation to be defective in workmanship or materials, all returns will be subject to a minimum 35%-50% restocking and factory inspection charge, and a deduction will be made for the freight expense of the original shipment. This minimum charge will be based on the condition that factory inspection reveals that all material is in original factory condition. Damages due to alterations, abuse, modifications, improper installation, or improper operating conditions or environmental damage are not covered by warranty, and cannot be returned for credit. Merchandise accepted for return must be shipped pre-paid to the factory or other destination as specified by Isolite Corporation. All returned material must be packaged with proper and sufficient packing material as to prevent damage in Transit. Any damage as a result of insufficient packaging and not covered by carrier shall be charged back to the distributor.

MATERIAL FOUND TO BE DAMAGED IN TRANSIT

A claim form must be filed with the carrier on receipt of damaged cartons. Follow directions of carrier as to retention of shipping boxes, etc. and notify Isolite Corporation immediately.

Unless otherwise noted, sales of Isolite Corporation products will be FOB factory. Title to all products shall pass from Isolite Corporation to our customers upon execution of a bill of lading or tender of freight to carrier's agent or customer's agent, whichever shall first occur. All claims for loss or damage in transit, including concealed, must be made by consignee to carrier within 30 days.

ORDER CANCELLATION TERMS

Isolite Corporation will accept order cancellations from customers only if the cancellations are sent to Isolite Corporation in writing, and received prior to shipment of orders affected. Verbal order cancellations will not be accepted. Cancellation charges to be applied shall not be less than 10% of the order, and shall be subject to increase based on costs incurred by Isolite Corporation including but not limited to labor, material, set up and transportation charges. All costs for warehousing and freight on orders canceled after shipment and/or refusal at destination will be charged to the customer.