



RMA Authorization Request

Date: \_\_\_\_\_  
 Company Name: \_\_\_\_\_  
 Contact Name: \_\_\_\_\_  
 Contact Phone: \_\_\_\_\_  
 Fax Number: \_\_\_\_\_  
 Email Address: \_\_\_\_\_

RMA NUMBER: \_\_\_\_\_

(Office use only)

Pick-up Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Contact By (circle one)      Fax      Email

Item #	Item Description	Qty For Return	Invoice
Reason for Return	Serial #		
Reason for Return	Serial #		
Reason for Return	Serial #		
Reason for Return	Serial #		
Reason for Return	Serial #		
Reason for Return	Serial #		
Reason for Return	Serial #		
Reason for Return	Serial #		

Before submitting, have you tested all items claiming defect?      Yes      No

Signature \_\_\_\_\_ Date \_\_\_\_\_

1. Fill out this form and FAX it to Rambridge Wholesale International Attn: Returns by fax: **866-852-5475** or e-mail: **warranty@rambridge.com**
2. Provide Invoice # for Proof of Purchase
3. Refer to Rambridge Catalog for Item # and Item Description
4. Please explain in detail Reason for Return
5. All fixtures must be returned complete with the lamp and reflector. If a complete fixture is not returned, the value of the missing items will be deducted.
6. After we receive this form we will respond by phone or fax with a Return Authorization #. Only approved items are returnable.

**Rambridge Wholesale International**

22829 Heslip Drive Novi, MI 48375

Toll Free: (800)-265-4769 Toll-Free Fax: (866) 852-5475

[warranty@rambridge.com](mailto:warranty@rambridge.com)



## RMA Guidelines

1. No return will be accepted on items that were not purchased from Rambridge.
2. No return authorization will be provided by phone. All requests must be made via the RMA form.
3. All products claimed to be defective **MUST** be thoroughly tested prior to RMA exchange or credit. Any item we deem fully functional will be subject to return shipping and handling charges.
4. We may require photos of damage or defects prior to authorization.
5. Items will be credited or replaced **ONLY** if you purchased directly from Rambridge and are within the manufacturer warranty period.
6. We follow the warranty guidelines put in place by our various vendors. Please refer to those warranty instructions for further information. Please note that some manufacturers do not credit or replace products - they repair and return them. The vendors listed below require defective merchandise be dealt directly with them. If the merchandise is new, unused and in its original packaging, then Rambridge Wholesale International will accept the return, upon approval.
7. All items must be packaged carefully for return shipment. Rambridge will not honor authorization for items damaged in transit due to improper packaging. **DO NOT** ship any items with cracked, chipped or broken glass.
8. Please include all accessories when returning an item, including original packaging, power cords, cables, etc. We will test your unit with your accessories to rule out defect of such items.
9. If you wish to return new items for credit, please fill out the RMA form and follow the above listed procedure. Acceptance of new items returns is at the sole discretion of Rambridge. We will only authorize the return of new items in their original condition (unopened and re-sellable). You are responsible for the shipping cost of all items. We will deduct a 15% restocking fee from your applied credits. Regardless of purchase date, we will not authorize the return of any new product the Vendor no longer manufactures.

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