



[www.nasgled.com](http://www.nasgled.com) Phone: 952-222-9495

RMA #: _____
Authorized By: _____

# RETURN MERCHANDISE AUTHORIZATION FORM

## INSTRUCTIONS:

- Contact \_\_\_\_\_ at NASG LED for your RMA #
- Fill this entire RMA form prior to returning product.
- Completed RMA must accompany return shipment.
- Print the RMA # on each package being returned.
- Ship merchandise to:
  - NASG LED LLC
  - 5213 West 73<sup>rd</sup> Street
  - Edina, MN 55439
- If a replacement product is needed, please submit a new purchase order to NASG LED. The result of this RMA will be to create a credit to your account only.**

## CUSTOMER INFORMATION:

Customer Name: \_\_\_\_\_

Company Name: \_\_\_\_\_ Project Name: \_\_\_\_\_

Street: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

## RETURN PRODUCT INFORMATION:

PRODUCT DESCRIPTION	QTY:	INVOICE #	PROBLEM DESCRIPTION:

**RETURN POLICY:**

- ❖ NASG LED LLC reserves the right to review all returns at which point we may accept or decline any returns for any reason, regardless of any confirmation receipt sent by the customer.
- ❖ NASG reserves the right to impose a restocking fee (20%) on all returns.
- ❖ DOA or “Dead items”, discrepancies, short-comings must be reported within 5 days of receipt.
- ❖ Any physical damage or re-work done to the product, or defacing labels on parts and components, voids warranty.
- ❖ We have a 30 day return policy from the invoice date.
- ❖ All return merchandise must be in the original packaging with the return shipping prepaid.
- ❖ Shipping costs are not refundable.
- ❖ Your Service installation charges are NON-REFUNDABLE.
- ❖ COD and Freight Collect packages will not be accepted.
- ❖ No refunds, credits only.
- ❖ We do not accept any packages with postage due.
- ❖ NASG is not responsible for any damages incurred during shipping to the service center, customer assumes responsibility for insuring the return items.

Once you have fully read, understood the regulations above. Please sign and provide with your shipment:

CUSTOMER SIGNATURE: \_\_\_\_\_

PRINT NAME: \_\_\_\_\_ DATE: \_\_\_\_\_