



RETURN MERCHANDISE AUTHORIZATION FORM

Please read entire RMA Policy & Limited Warranty before submitting RMA form. Incomplete/incorrect forms will delay claim process. Product returned without prior authorization will not be processed. Ship all items to 45885 Hotchkiss St., Fremont, CA 94539 unless agreed otherwise in writing.

DATE: \_\_\_\_\_ REFERENCE # LDRM \_\_\_\_\_

Requesting Company Name: \_\_\_\_\_
Company's Contact Name: \_\_\_\_\_
Email: \_\_\_\_\_ Tel: \_\_\_\_\_
Account Manager: \_\_\_\_\_
RMA Request: Replacement(s) / Refurbishment(s) Credit on Account\*
\*Only for orders placed within last 30 days

Ship To Information
Ship To Company Name: \_\_\_\_\_
Ship To Contact Name: \_\_\_\_\_
Email: \_\_\_\_\_
Address: \_\_\_\_\_
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Country: \_\_\_\_\_

Table with 5 columns: Invoice No., Model Number, Item Code, Invoice Date, Qty, Unit Price. Row 1: Defective, Damaged during shipping, Received Incorrect Item, Ordered Incorrect Item, Other:

Table with 5 columns: Invoice No., Model Number, Item Code, Invoice Date, Qty, Unit Price. Row 2: Defective, Damaged during shipping, Received Incorrect Item, Ordered Incorrect Item, Other:

Table with 5 columns: Invoice No., Model Number, Item Code, Invoice Date, Qty, Unit Price. Row 3: Defective, Damaged during shipping, Received Incorrect Item, Ordered Incorrect Item, Other:

By signing and submitting this RMA Form, you are acknowledging and adhering to LED One's RMA Policy, Standards & Procedure.

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

FOR INTERNAL USE ONLY

SHIPPING TO: FRE GA EV

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## RMA Return Policy, Standards & Procedure

The foregoing is the RMA Policy, Standards & Procedure of LED One Distribution Inc.

All product returns and exchanges are solely handled through the RMA Department. Along with Proof of Purchase, fill and sign the RMA form, and email to [rma@ledonedistribution.com](mailto:rma@ledonedistribution.com) and “CC” your Account Manager.

For products purchased by a distributor or third party, contact your Seller and fill out the Customer (End-User) RMA Form.

### Returning or Exchanging a Damaged, Defective, or Incorrect Item

If the item you received is delivered damaged or defective, or not the item you ordered, please read the following:

- Inspect the shipment and packaging upon arrival. If the package is damaged during shipping, we recommend taking photos and, if possible, refusing delivery. For Freight shipments, load must be inspected for damage at the time of delivery and before signing the Bill of Lading (BOL). If packaging suggests possible internal damage or has visible damage, please note on the BOL and report to LEDone within 24 hours of received date. Please submit all images for proof, along with an RMA Form, to our RMA department via email.
- All items that are defective can be replaced (within warranty time limits) or credited to your account (no refunds are issued). You must notify LED One of defective items to address the problem promptly.
  - o Defective, damaged, or incorrect products may be returned for credit only within 30 days after the date of purchase. After 30 days, there will be no credit issued, only replacements or exchanges. No monetary refunds are available.
  - o Defective or damaged products may be replaced with reconditioned, refurbished, repaired, remanufactured, new product(s), with comparable function and performance at LED One’s discretion.
  - o Factory-defective products will be provided with pre-paid shipping labels if purchased within 90 days. The customer is responsible for the return product shipping and freight expenses after 90 days from the purchase date. Replacement product shipping will be covered by LED One Distribution.
  - o For all prepaid replacement order, the customer will have up to 30 days to ship the item back to LED One in order to get full refund once the products are inspected. If the item is returned at customer’s expense, you must inform the RMA Dept. of the Tracking number with the corresponding RMA Reference Number assigned, via email. If the products returned after 30 days, a 25% of the product value will be deducted as processing fee.
  - o No items that have been altered, incorrectly mounted or installed, and/or combined with incompatible hardware/fixtures/drivers will be accepted for credit or replacement, and will void warranty.

### Returning or Exchanging a Non-Defective Item

If the product in question is not defective, damaged, or incorrect, credit may be issued if requested within 30 days from the purchasing date. After 30 days, no credit will be issued. Non-monetary refunds are available. Credited amount will be only for the product, and will exclude shipping and processing fees. Customers are responsible for providing return shipping labels and covering cost for such returns.

To receive credit:

- Product must **not** be in a used, previously installed, or tampered-like condition. Item state must retain ability to be remarketed or resold. All returned product is subject to inspection, with LED One maintaining sole discretion on decisions regarding product fitness for return. Items must be new, undamaged, unmarked, and in factory sealed packaging.
- All product and corresponding accessories must be included.
- Product returns may be subject to a restocking fee at LED One's discretion.

### Packaging Returns

All product returning to our warehouse must be accompanied by a copy of the RMA Form with the RMA Reference Number assigned to the case. If the product does not contain any identifying information, LED One is not responsible for the product. If the product arrives before an RMA form is submitted and case number is assigned, LED One is not responsible for lost or mislabeled merchandise. If such is the case, LED One may refuse delivery and return the item to the shipper.

LED One requires products being returned for credit to remain in their original box. All other items must be packaged in acceptable conditions; packaging must provide adequate protection for product &/or packaged as instructed by RMA department to be accepted. Poorly packaged return product will void RMA and Limited Warranty Policy, and will no longer be eligible for credit or replacement. Return products should be returned in original box (when possible); if return package is in a box provided by the Purchaser or End-User, this individual must provide new dimensions to the RMA department.

All return items, unless instructed otherwise, need to be shipped to:

LED One Distribution Inc  
ATTN: RMA Department  
45885 Hotchkiss St., Fremont, CA 94539

### Important Notes

Please read through the entire RMA Policy before beginning claim. For all items under warranty, LED One reserves the right to have item shipped back for further testing or to ask for further proof such as images or videos. If your return is provided a pre-paid return label, LED One requires product to be shipped back within 15 days. If the item is not shipped out within 15 days, LED One reserves the right to close the corresponding RMA case. All defective items will be subject to repairs/refurbishment first, if possible. Only if repaired or refurbished product is defective, will LED One consider replacing the defective product with new product. LED One reserves the right to issue repaired, refurbished, reconditioned, or remanufactured product for any and all replacement product under warranty. All return product is subject to testing that may take up fourteen (14) business days. All issued credit may take up to ten (10) business days to be reflected onto the account. Promotional items are eligible replacement or refurbishment only, not for credit and are considered "final sale." If your product is still under warranty but has been discontinued, LED One reserves the right to replace it with a comparable product in function and performance, or may offer credit according to the market price value at the time of the return. At LED One's discretion, the customer may be subject to submitting a Credit Card Authorization Form. If customer refuses to submit any forms or paperwork requested by the RMA Dept., LED One retains the ability to end an RMA submission. LED One reserves the right to withhold warranty and any other RMA proceedings if the Purchaser's account has an outstanding open balance. Only once an account has been made current, will LED One RMA issue any necessary credit or replacements.

By signing and submitting an RMA Form, you are acknowledging and adhering to LED One's RMA Policy, Standards & Procedure.

LED One may update, revise, amend, or change policy as it sees fit. Modifications to the RMA policy will apply to all RMA's submitted on or after the policy revision date.

For all questions regarding RMA, please email the RMA Department to [rma@ledonedistribution.com](mailto:rma@ledonedistribution.com) or contact your Account Manager.



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## LED One Distribution Standard Limited Warranty – FIVE (5) Year

LED One Distribution Inc (Seller) warrants their products to the Purchaser identified on the original invoice. This limited warranty applies to all LED One® branded fixtures, lamps, poles, optional features, accessories, Energy Star, UL, or ETL listed products.

A Purchaser who is an authorized distributor of Seller may transfer (directly or indirectly through contractor) its rights under this limited warranty to the original end-user purchaser of the product provided that LED One product is resold by such distributor in new condition and in its original packaging. This limited warranty may not be transferred by the original end-user purchaser except in connection with the sale of the installation site in which the product was originally installed. Except as expressed above, LED One limited warranty is non-transferable. THIS WARRANTY IS VOID IF THE PRODUCT IS NOT USED FOR ITS INTENDED PURPOSE ACCORDING TO ITS DESIGN, AND/OR NOT INSTALLED OR OPERATED AS SPECIFIED BY THE USER MANUAL.

Seller warrants that the product, when delivered will be in its original packaging.

### Five (5) Year Warranty

Seller warrants that all LED drivers in the Product will be free of defects in material and workmanship for a period of FIVE (5) YEARS from the date of original purchase by the Purchaser. Dimmers, switches, 0-10V interface with occupancy sensors, and configuration tools will have a warranty of 5 years. Hardware and mounting accessories will be warranted for five (5) years from the original date of purchase.

LED One shall make determination of whether the product is defective, in its sole discretion. Product's overall performance will be considered and compared to its expected performance per the Spec Sheet. A product shall NOT be considered defective solely as a result of the failure of individual LED components to emit light. If the number of inoperable LED components is 10% or less of the total number of LED components, the product will not be deemed defective. For purposes of determining hours of operation for LED drivers, Seller shall be entitled to make reasonable assumptions of hours of operation based on industry standards and the actual installation application of the Product. This limited warranty does not apply to loss or damage to the Product caused by: negligence; abuse; misuse; mishandling; improper installation, storage or maintenance; damage due to a casualty event or acts of God; vandalism; civil disturbances; power surges; improper power supply; subject to combination with incompatible hardware; electrical current fluctuations; corrosive environment installations; induced vibration; alteration; or accident. THIS LIMITED WARRANTY IS VOID IF THE PRODUCT IS NOT USED FOR THE PURPOSE FOR WHICH IT IS DESIGNED OR IF THE PRODUCT IS UNINSTALLED FROM THE ORIGINAL INSTALLATION SITE AND MOVED TO A NEW INSTALLATION SITE. Failure to follow installation, operating, maintenance, or environmental requirements (i.e., indoor or outdoor) set forth in Seller's applicable Spec Sheet, will void this warranty. If LED One determines that the product is defective, LED One will replace the product with a new, reconditioned, refurbished, repaired, or remanufactured product(s) with comparable function and performance at LED One's discretion. All defective items will be subject to repairs/refurbishment first, if possible. Only if repaired or refurbished product is defective, will LED One consider replacing the defective product with new product. LED One reserves the right to issue repaired, refurbished, reconditioned, or remanufactured product for any and all replacement product under warranty. All replacements and/or refurbishments will be warranted for the remainder of the original warranty period.

To make a warranty claim, you must notify the Seller's RMA department in writing after your discovery of the defect. All claims must be submitted with a Return Merchandise Authorization Form, Proof of Purchase, and any other documentations and requests made at LED One's will. Upon claim submission, Seller may require having all product returned promptly. All warranty claims made within 90 days of the original invoice date will be provided pre-paid shipping label(s) by Seller. After 90 days, the Purchaser or End User is responsible for all return shipping or freight expenses. No credit will be issued after 30 days from purchase. All return and RMA items, unless instructed otherwise, need to be shipped to:

LED One Distribution Inc  
ATTN: RMA Department  
45885 Hotchkiss St., Fremont, CA 94539

Warranty will only cover LED One products. LED One is not responsible for compensating time, material, installation in relation to LED One original or replacement product, original shipping or freight fees. Original orders that qualified for free shipping, were returned for credit, or had original product exchanged to a different product, may not qualify for free shipping.

THE FOREGOING WARRANTY PROVISIONS ARE EXCLUSIVE AND ARE GIVEN AND ACCEPTED IN LIEU OF ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY WARRANTY AGAINST INFRINGEMENT AND ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

IN NO EVENT SHALL SELLER BE LIABLE FOR INCIDENTAL, COMPENSATORY, CONSEQUENTIAL, INDIRECT, SPECIAL OR OTHER DAMAGES ARISING FROM THE PURCHASE, RESALE, USE, OR DISPOSAL OF ANY PRODUCT, WHETHER THE CLAIM ARISES UNDER TORT LAW, STRICT LIABILITY, PRINCIPLES OF EQUITY, OR CONTRACT. SELLER'S AGGREGATE LIABILITY WITH RESPECT TO A DEFECTIVE PRODUCT SHALL IN ANY EVENT BE LIMITED TO THE PURCHASE PRICE OF THAT DEFECTIVE PRODUCT.

This warranty is effective for purchases of Products before, on, or after the effective date set forth below. Seller reserves the right to modify this warranty from time to time. Any modification of this warranty shall be effective for all orders placed with Seller before, on, or after the effective date of such revised warranty.



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## LED One Distribution Limited Warranty – TEN (10) Year

LED One Distribution Inc (Seller) warrants their products to the Purchaser identified on the original invoice. This limited warranty applies to all LED One® branded fixtures, lamps, poles, optional features, accessories, Energy Star, UL, or ETL listed products.

A Purchaser who is an authorized distributor of Seller may transfer (directly or indirectly through contractor) its rights under this limited warranty to the original end-user purchaser of the product provided that LED One product is resold by such distributor in new condition and in its original packaging. This limited warranty may not be transferred by the original end-user purchaser except in connection with the sale of the installation site in which the product was originally installed. Except as expressed above, LED One limited warranty is non-transferable. THIS WARRANTY IS VOID IF THE PRODUCT IS NOT USED FOR ITS INTENDED PURPOSE ACCORDING TO ITS DESIGN, AND/OR NOT INSTALLED OR OPERATED AS SPECIFIED BY THE USER MANUAL.

THIS TEN (10) YEAR WARRANTY IS NOT A STANDARD ISSUED WARRANTY AND IT IS NOT APPLICABLE TO ALL SALES.

### Ten (10) Year Warranty

Seller warrants that fixtures and all mechanical components - not including LED drivers - and LED components in the product will be free of defects in material and workmanship for a period of TEN (10) YEARS from the date of original purchase by the Purchaser.

LED One shall make determination of whether the product is defective, in its sole discretion. Product's overall performance will be considered and compared to its expected performance per the Spec Sheet. A product shall NOT be considered defective solely as a result of the failure of individual LED components to emit light. If the number of inoperable LED components is 10% or less of the total number of LED components, the product will not be deemed defective. For purposes of determining hours of operation for LED drivers, Seller shall be entitled to make reasonable assumptions of hours of operation based on industry standards and the actual installation application of the Product. This limited warranty does not apply to loss or damage to the Product caused by: negligence; abuse; misuse; mishandling; improper installation, storage or maintenance; damage due to a casualty event or acts of God; vandalism; civil disturbances; power surges; improper power supply; subject to combination with incompatible hardware; electrical current fluctuations; corrosive environment installations; induced vibration; alteration; or accident. THIS LIMITED WARRANTY IS VOID IF THE PRODUCT IS NOT USED FOR THE PURPOSE FOR WHICH IT IS DESIGNED OR IF THE PRODUCT IS UNINSTALLED FROM THE ORIGINAL INSTALLATION SITE AND MOVED TO A NEW INSTALLATION SITE. Failure to follow installation, operating, maintenance, or environmental requirements (i.e., indoor or outdoor) set forth in Seller's applicable Spec Sheet, will void this warranty. If LED One determines that the product is defective, LED One will replace the product with a new, reconditioned, refurbished, repaired, or remanufactured product(s) with comparable function and performance at LED One's discretion. All defective items will be subject to repairs/refurbishment first, if possible. Only if repaired or refurbished product is defective, will LED One consider replacing the defective product with new product. LED One reserves the right to issue repaired, refurbished, reconditioned, or remanufactured product for any and all replacement product under warranty. All replacements and/or refurbishments will be warranted for the remainder of the original warranty period.

To make a warranty claim, you must notify the Seller's RMA department in writing after your discovery of the defect. All claims must be submitted with a Return Merchandise Authorization Form, Proof of Purchase, and any other documentations and requests made at LED One's will. Upon claim submission, Seller may require having all product returned promptly. All warranty claims made within 90 days of the original invoice date will be provided pre-paid shipping label(s) by Seller. After 90 days, the Purchaser or End User is responsible for all return shipping or freight expenses. No credit will be issued after 30 days from purchase. All return and RMA items, unless instructed otherwise, need to be shipped to:

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ATTN: RMA Department  
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Warranty will only cover LED One products. LED One is not responsible for compensating time, material, installation in relation to LED One original or replacement product, original shipping or freight fees. Original orders that qualified for free shipping, were returned for credit, or had original product exchanged to a different product, may not qualify for free shipping.

THE FOREGOING WARRANTY PROVISIONS ARE EXCLUSIVE AND ARE GIVEN AND ACCEPTED IN LIEU OF ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY WARRANTY AGAINST INFRINGEMENT AND ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

IN NO EVENT SHALL SELLER BE LIABLE FOR INCIDENTAL, COMPENSATORY, CONSEQUENTIAL, INDIRECT, SPECIAL OR OTHER DAMAGES ARISING FROM THE PURCHASE, RESALE, USE, OR DISPOSAL OF ANY PRODUCT, WHETHER THE CLAIM ARISES UNDER TORT LAW, STRICT LIABILITY, PRINCIPLES OF EQUITY, OR CONTRACT. SELLER'S AGGREGATE LIABILITY WITH RESPECT TO A DEFECTIVE PRODUCT SHALL IN ANY EVENT BE LIMITED TO THE PURCHASE PRICE OF THAT DEFECTIVE PRODUCT.

This warranty is effective for purchases of Products before, on, or after the effective date set forth below. Seller reserves the right to modify this warranty from time to time. Any modification of this warranty shall be effective for all orders placed with Seller before, on, or after the effective date of such revised warranty.