

Revised March 27, 2023

Return Material Authorization ("RMA") Policy

SLG Lighting's RMA Policy provides distributors and representative agencies with the opportunity to return any SLG products for replacement or credit as long as the product was purchased through an SLG authorized distributor and is covered by an active product warranty. This RMA policy also allows distributors to easily exchange products as part of their stocking agreement.

RMA Procedure

All returns to SLG must be authorized by first obtaining a Return Material Authorization ("RMA") Form.

Step 1: RMA Request

RMAs can be requested by the distributor or representative agency through SLG's Customer Service by phone 713-389-5680 or email at sales@slgus.com. Please have the original distributor purchase order number ready for RMA Request and/or copy of the invoice where it was sold to the end user.

Step 2: SLG Will Process RMA Request

SLG's Customer Service will follow up with the person requesting an RMA to determine if it is a warranty claim or a return to stock request. The customer is responsible for all freight charges on return to stock requests.

Please provide detailed photos of the non-conforming product to SLG in order for them to assess what parts may need to be replaced (i.e., driver, mounting arm, entire fixture). If possible, also include photos of the diodes without disassembling in order for SLG to assess if any discoloration has occurred.

In addition to the photos, please provide a description of how the non-conforming fixtures are currently performing (i.e., completely dead, half-lit, blinking, smoking, etc).

For warranty claims, SLG Customer Service will assign an RMA number and authorize shipment for a replacement product or part. Replacement products or parts will carry the remainder of the original warranty period for that product. SLG will also request a return of the non-conforming product or provide instructions to field scrap. SLG will cover the freight for warranty claims by providing a return label or SLG's freight account.

Step 3: Return Product to SLG

The person requesting the RMA should ship the products to the following address:

SLG Lighting
11325 Cash Rd.
Suite 100
Stafford, TX 77477

Please include in the box the RMA form with the list of products being returned including quantity, SLG Product Part Number, return shipping address, and purchase order number (if applicable).

The customer is responsible for returning the product to SLG within 30 days of the replacement ship date or credit issue. RMAs that are not received by SLG within 30 days of the issued date will be billed to the customer or credit cancelled.

Step 4: Returned Products Inspection

SLG will inspect and/or test all returned products and provide a response for the customer. In the event of a warranty claim, if it is found that there are no issues with the product, the customer will be billed for the replacement product and freight if it applies.

Return to Stock Terms and Conditions

Products returned as part of the Stocking Distributor Agreement must be received in the original packaging and in good condition. SLG will inspect and evaluate the product and packaging before issuing credit that must be less than the applicable restocking fee.

Restrictions

In order for the distributor to receive credit, the products must be returned in good condition and with original packaging.

Unless specified in the stocking distributor agreement, a 20% standard restocking fee will be applied past 10 days of the purchase date.

SLG Customer Service will confirm the restocking fee with the distributor prior to any product returns.

The following items are not available for returns and exchanges:

1. Any custom colors that is not included in the product spec sheet
2. Fixtures with emergency battery installed
3. Fixtures with controls and/or sensors installed
4. Special order CCT with drivers that is not included in the product spec sheet
5. Special order cords with fixtures that is not included in the product spec sheet
6. FSP Sparta Sports Light Pro Series
7. Discontinued fixtures at the time of the RMA Request
8. Any orders placed past 6 months unless specified in the Stocking Distributor Agreement
9. Architectural series fixtures

Freight Terms and Conditions

SLG will not be liable for any damages caused during freight. To file a freight claim, it is required to provide a minimum of five photographs that clearly show damages on the packaging and/or products. For visible damage, a signed damage Proof of Delivery must be provided. The customer is responsible for inspecting the shipment for any concealed damages and must notify SLG Customer Service within 5 business days. Failure to comply may result in the freight claim being denied.