



## RGA Policy & Instructions



### Applicable to ALL returns to Vivid Leds, Inc.

- 1) Returns will not be accepted without prior authorization through a Vivid Leds RGA Number and a signed RGA authorization worksheet. This number can be obtained by contacting Vivid Leds Technical Support. The RGA worksheet can be downloaded from our website.
- 2) RGA Numbers issued with Vivid leds, Inc. are good for 30 days only and products must be received by that time. RGA numbers cannot be re-issued or extended.
- 3) Shipping charges are non-refundable.
- 4) If you are given an RGA for a certain period, no returns will be accepted after this period is over.
- 5) Customer is responsible for all shipping charges, as well as risk of loss on all return merchandise. Vivid Leds highly suggests that you use a shipping service that offers full insurance options for your return.
- 6) Please note all warranty and return issues are as stated in the Vivid Leds warranty statement.

**RETURN & PACKAGING TERMS:** For items being returned for credit, refund, or defective replacement, etc., pack the item back into its original manufacturer's box along with all parts, accessories, manuals, packaging, etc. If anything is missing, written on, taped, damaged, or defective, we will not be able to replace your item or offer a credit. Once packaged back into the manufacturer's box exactly like you received it, place the item in a shipping box and write your return goods authorization number on the outside of the shipping box clearly, and ship to the address above.

**Please note:** Any items returned without a Return Goods Authorization Number on the outside of the package will be refused and returned to you. Do not send back merchandise C.O.D. or freight collect. We cannot accept such packages. For your own protection, insure all return packages. Vivid Leds, Inc. is not responsible for returned shipments which are lost, pilfered, or damaged.