



# RGA Worksheet

## APPROVAL # \_\_\_\_\_

All products sold by Vivid Leds, Inc. are manufactured to order, non-stocking items that cannot be returned for refund or credit. We do not offer advanced replacement. Please read our warranty statement for full details regarding our warranty terms and conditions.

**SECTION A:**

DATE OF REQUEST: \_\_\_\_\_

MANUFACTURER NAME: **VIVID LEDS, INC.**

CUSTOMER ID #: \_\_\_\_\_

CUSTOMER NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**SECTION B:**

CUST. PO #: \_\_\_\_\_

SALES ORDER #: \_\_\_\_\_

INVOICE #: \_\_\_\_\_

DATE OF INVOICE: \_\_\_\_\_

QUOTE # / JOB NAME: \_\_\_\_\_

AGENCY NAME: \_\_\_\_\_

INSPECTION BY: \_\_\_\_\_

**SEND RGA AUTHORIZATION TO VIVID LEDS RGA DEPARTMENT: [ORDERS@VIVIDLEDS.US](mailto:ORDERS@VIVIDLEDS.US) or FAX (800) 974-3570.**

**SECTION C:**

**REASON FOR RETURN REQUEST:**

\_\_\_\_\_ DEFECTIVE PRODUCT

\_\_\_\_\_ OTHER (PLEASE EXPLAIN):

\_\_\_\_\_

APPLICATION WHERE PRODUCT WAS INSTALLED (PLEASE EXPLAIN):

\_\_\_\_\_

<b>SECTION D:</b>					<b>DESCRIPTIONS OF DEFECTS ARE REQUIRED!</b>	
CATALOG NO.	QTY	COST \$	EXT. \$	CONDITION OF PRODUCT/DESCRIPTION OF DEFECT		
<b>RGA TOTAL \$ _____</b>				<b>SIGNATURE: _____</b>		
By signing this document, you agree that you have read and understood our "Warranty Statement" attached.						

**SECTION E:**

**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 authorization number on the outside of the shipping box clearly

Please note: Any items returned without a Return Authorization Number on the outside of the package will be reused and returned to you. Do not send back merchandise C.O.D. or freight collect. We can not 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.

**RGa QUESTIONS FOR DEFECTIVE PRODUCT:**

What item is defective?

What is the application type?

What is the installation date?

Did the product work? If so, for how long?

What is defective about the product?

Did a licensed electrician check the product?

If so, what was the determination made by the electrician?

If a licensed electrician did not check the product. Who was troubleshooting?

How was a determination made that it is the driver/ballast and/or LED?

Was the voltage input and output checked on the driver?

Could there be a possible overload to the circuit or power surge?

Is the fixture operated by any type of control?

Was the fixture altered in any way?

Were any fuses (such as a fuse in a pole) used and were they blown and replaced?

**RGa QUESTIONS FOR DAMAGED UPON DELIVERY PRODUCT:**

Is the damage being reported within 10 days of receipt of the product?

Were the items signed for as damaged?

Is the carton damaged? Please send photos of the damaged cartons and/or product.