



For Internal Use Only

RMA No.: _____

Reference No.: _____

Claim No.: _____

RETURN MERCHANDISE AUTHORIZATION FORM

DATE: _____ COMPANY: _____

CONTACT NAME: _____ EMAIL: _____

ADDRESS: _____ CITY: _____

PROV / STATE: _____ POSTAL / ZIP CODE: _____

PHONE NO.: _____ FAX NO.: _____

PLEASE SELECT: A) Warranty Replacement B) Defective Product C) Refund D) Repair

PO NO.	MODEL NO./ PART NO.	DEFECTIVE/ RETURN QTY.	DATE CODE (MANDATORY)

PROBLEM DESCRIPTION: _____

ONLY COMPLETE FOR ULTRASAVE PRODUCTS:

LAMPS MANUFACTURER: _____

TYPE OR MODEL NO. OF LAMP: _____

SHIPPING ADDRESS IF DIFFERENT FROM ABOVE:

CONTACT NAME: _____

EMAIL: _____

ADDRESS: _____ CITY: _____

PROV / STATE: _____ POSTAL / ZIP CODE: _____

PHONE NO: _____ FAX: _____

Please read the following instructions carefully:

1. Please note that we are unable to ship to post office boxes. Incomplete information may cause delays in processing or rejection of the warranty claim.
2. Only drivers, ballasts or modules that are still within the warranty period will be accepted. Refer to: <http://www.ultrasave.ca/warranty.html> for more information.
3. Please request a RMA number from customer service to begin the return process.
4. If a refund is required, the return shipment will be at the customer's expense.
5. Warranty replacements are offered only on the condition that there are no outstanding credit issues with Energy Efficient Lighting Ltd. and Ultrasave Lighting.
6. For problem description, please be as specific as possible. Do not write "defective", "not working" or "fail" only
7. Complete this warranty claim form and email it (preferred) to customerservice2@eelighting.ca or fax it to Energy Efficient Lighting Ltd. or Ultrasave Lighting at (905) 415-8872 or (905) 940-0338 / toll-free (855) 415-8872 or (866) 733-8831