

RMA POLICIES & PROCEDURES

HOW TO SUBMIT AN RMA

Standard Practice: It is Kuzco Lighting Inc's standard practice that any item that is to be returned should follow the following set of rules. Any deviations from these rules will result in your RMA/Credit being denied. Please read this communication carefully.

1. To submit your RMA please visit our [RMA Website](#) and fill out the RMA form. You must fill out with ALL required fields to submit your request. Once this has been completed, please click the "SUBMIT" button.
Note: This will submit your RMA directly to our RMA dept. If you need to follow up or obtain the status of a pending RMA, please call 1-855-855-8926.

You must provide us with the ORIGINAL purchase order number that the fixture was ordered on. Without this, we cannot process your RMA as we do not know how much the fixture was billed for and thus do not know how much to credit back.

*****If you send us follow up emails, you will lose your place in our queue, as we work on a first come, first served basis and your email will be bumped to the newest in our list. *****
2. ***Please note that all custom/discontinued products cannot be returned for credit (unless Kuzco Lighting is at fault. Other options can always be discussed and will be treated on a case by case basis).***
3. If you are making a claim about an LED board failing, please know that the fixture must have more than 10% of TOTAL LED diodes malfunctioning for it to be eligible for replacement
4. We will enter your request for RMA within 72 hours of receiving it. **Remember:** Any further emails about your order will only delay its processing time.
5. Once your RMA has been entered we will email you with a confirmation number. This email will detail which steps you now need to take to ensure you get your credit/ replacement in a timely manner.
6. If your instruction is to return the fixtures to Kuzco, then please send us the weight(s) and dimensions of each product being returned. Also, print the RMA paperwork and adhere to each box. DO NOT write directly on the box or labels. If an RMA arrives without paperwork or the assigned RMA number, we will refuse the shipment and the RMA will not be processed (nor will the credit be released). All shipping charges will also be charged back to the customer.
7. Credit will only be applied upon the return and subsequent inspection of the products listed in the RMA. **Any deviations between the paperwork and what is returned/inspected will be charged for accordingly.**
8. For Items listed as "Field Destroy" credit will be issued upon the confirmation that the item(s) have been destroyed. **(Debit memos are not accepted)** When you email us with proof of destruction of the fixture(s) please remove certification and product identification labels from the fixture (on the underside of the canopy) and adhere them to the RMA confirmation email. They must have a line drawn clearly through them in marker for us to deem the fixtures as destroyed.
9. Your RMA is valid for 60 days from the time you receive your RMA confirmation email. Failure to complete the RMA within the 60-day period will cause your RMA to become void and you will need to resubmit your initial RMA request. (see Step 1)
10. If items are returned that are not part of the original RMA request, a 25% restocking fee will be automatically applied (plus shipping charges).

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RMA REJECTION POLICY

Products will NOT be accepted by Kuzco Lighting if not accompanied by a valid RMA number. Don't forget, the RMA number must be CLEARLY marked on the outside of the package (but do not write directly on the box). Kuzco Lighting reserves the right to return any RMA product received that does not comply with the information given on the original RMA request, such as;

- Invalid/Missing RMA number
- Expired RMA number
- Unauthorized return (no RMA number was issued)
- RMA number is not visible and/or not on the shipping label
- RMA condition described by customer differs from the actual product condition
- Unauthorized modifications have been made to the product
- Product is out of warranty
- The product has been damaged and/or it not a manufacturers defect
- Product is a custom order
- Product is discontinued
- Product is not in its original packaging (for non-defective returns)
- ***Indoor and outdoor fixtures utilizing LED arrays (multiple discrete LEDs mounted upon a single LED circuit board) are not considered to be defective until more than one in ten of the total quantity of LEDS fails to make light.***

If you have any questions regarding Kuzco Lighting's RMA procedures, product return policies, and/or other similar issues please call 1855-855-8926. (8:30am – 4:30pm PST)