



## GENERAL RETURNS POLICY

The following terms and conditions apply to all sales unless a written contractual agreement states otherwise.

- All returns must include the Product, any accessories, and manuals, and must be in the original boxes and packaging material. Incomplete returns, open or used Products, damaged or dirty packaging (saw dust or gypsum dust) may be rejected at ERALUX's sole discretion, and if accepted, a 25% minimum restocking fee will be assessed depending on saleable condition.
- All exchanges and returns require a Return Material Authorization (RMA) number. Exchanges and credits cannot be processed without one.
- An RMA must be requested within thirty (30) calendar days of the original invoice date. Thereafter, all sales are final.
- The returned Product must be returned within ten (10) calendar days of the RMA issue date.
- Labor, installation services, and shipping charges are **non-refundable**. The customer is responsible for all return shipping and insurance charges.
- All returns will be subject to a 25% minimum restocking fee. Please check with our RMA Order Desk for the additional restocking fees that may apply.

Provided that you comply with this Policy, ERALUX will, within 30 days of its receipt of the returned Product, credit your account with the purchase price for such returned Product, subject to the terms set forth in this Policy. Any Product received from you that does not comply with this Policy will be returned to you at your expense. This Policy applies to Products purchased under this Catalog. ERALUX may, at its sole discretion, modify or withdraw this Policy at any time and without notification to you.

## OBTAINING RMA NUMBER AND PACKAGING OF RETURNS

Please follow the shipping instructions listed below:

1. Call our RMA Order Desk at 332-282-3920, or email [rma@eralux.com](mailto:rma@eralux.com) to obtain an RMA number/form for your return. RMAs are issued between 8:00 AM and 5:00 PM EST excluding weekends and holidays. The following information must be provided for tracking purposes: Original PO number, part number(s), quantity, serial number(s), when required, and reason for return [clear problem descriptions with respect to any allegedly defective Products] in order to obtain an RMA.
2. After receiving an RMA, the Products must be shipped, freight or postage prepaid and insured, to ERALUX at the address indicated on the RMA form. Include a return address, contact name, daytime phone number and/or fax number. The RMA number must be clearly indicated on the outside of the shipping container, and a copy of the RMA form must be included inside the package. Parcels without a valid RMA number clearly marked on the outside of shipment will be rejected.
3. Where possible, the original equipment shipping container (for example, pallets) is the preferred method of returning Products. If the original container is not available, industry-standard shipping materials may be used so long as it provides adequate protection against damage during transport.
4. Please retain a copy of your shipping label and the RMA form.