

RGA # Required before Processing/Shipping	
RGA # :	<input type="text"/>
Date Issued:	<input type="text"/>

Return Goods Authorization (RGA) Request Form

Choose Return Process

- | | | | |
|---|---|--|---|
| <input type="checkbox"/> Option 1
Warranty Rework
The customer will ship the product and proof of purchase to ORE for rework and return. Must comply with warranty terms. | <input type="checkbox"/> Option 2
Exchange/Replacement
Only after RGA approval, customer will ship the defective item(s) to ORE for inspection and replacement under terms. The defective unit(s) credited upon return. | <input type="checkbox"/> Option 3
Return for Credit
The product is "like new" and returned in proper packaging. RFC subject to inspection. Defective unit(s) will be credited upon return.
<input type="checkbox"/> A 25% restocking fee will be Charged. | <input type="checkbox"/> Option 4
Standard Rework
The product or problem is not covered by warranty and needs to be reworked. |
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Customer Information

Customer Name:

Shipping Address: City: State: Zip:

Billing Address: City: State: Zip:

Phone #: Email:

Fax #: Contact Name:

Product Information

QTY	Part Number	Description	Problem	P.O. #	Order/Invoice #

NOTES:

<p>Returns should be shipped to:</p> <p><input type="checkbox"/></p> <p style="text-align: center;"> ORE Lighting INC 820 Summer Park Dr, Suite 650. Stafford, TX 77477 Phone: (346)874-7955 Sales@orelighting.com </p>	<p>Instructions:</p> <ol style="list-style-type: none"> To ensure ORE efficiently and effectively identifies the appropriate root cause and countermeasures, please fill out the RGA Request Form in its entirety. Submit completed form to ORE QE or customer service representative to obtain an RGA number. Place the form in the box with the returned item(s). Keep a copy for reference. Clearly mark the RGA number on the outside of the box(es). All returns are subject to inspection upon receipt.
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YOUR RETURN AUTHORIZATION NUMBER SHOULD BE CLEARLY MARKED ON THE OUTSIDE OF THE BOX