



31 Commercial St.
Plainview NY 11803

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Return Goods Authorization Form (RGA)

Use this form to record information about material is being returned to the manufacturer. Include a copy of the form when returning the material to the vendor. All RGA files require proof of purchase.

Date: _____
Return Authorized By: _____
(INTERNAL USE ONLY)
Record #: _____
Credit Note #: _____

Customer Name: _____

Address: _____ Phone #: _____ Salesperson: _____
(Street Address) (City) (State) (Zipcode)

Reason for Return

- Wrong Product ordered
- Product is not compatible with requirement
- Product is defective
- Other: _____

Original Invoice

PO No.: _____
 Invoice No.: _____
 Date: _____

Items Being Returned		
Model #	Description	Qty
Note		

INSTRUCTION:

- Inform your Sales Rep about the return of the order and confirm the returning method.
- Fill out the RGA form and return the products with the RGA form attached to the returning products.
 - 2a: For return to our driver: please make sure our driver sign the RGA form and you can email the signed RGA form to your sales rep or RGA@honyalighting.com
 - 2b: For return with common carrier, please include the tracking number in the "Received By" section and email the RGA form with the tracking number to your sales rep or RGA@honyalighting.com
- You will be notified once the return is received. Credit or replacement will be issued after the return is received and inspected.

TERMS AND CONDITIONS:

- All returns should be authorized with a completed Return Goods Authorization (RGA) form and NON-DEFECTIVE returns must be made within 30-days of purchase. The supplier reserves the right to refuse the return without the proper RGA Form issued with the returning products.
- All returns are subject to count and inspection/testing. Products found to be defective within the warranty period are eligible for refund or exchange at the discretion of the supplier. If the tested product works properly it will be the responsibility of the buyer for shipping and packaging costs incurred during the return of the products.
- Restocking fees may apply depending on the situation, situation includes but not limit to the following: Full case returns only with product in resalable condition including the original box and original packaging materials, otherwise customer will be subject to a minimum of 20% restocking fee.
- All non-stock, special, custom-made (customized products including photocell, motion sensor or emergency back up installed products), made-to-order and modified version of stocking products are NON-RETURNABLE.
- Physical shipping damage to products due to the third party carrier will be at the cost of the third party carrier. Claim will be submitted to the third party carrier by HONYA once we receive the detailed pictures of the situation. And credit will be issued once we receive the refund back from the third party carrier.
- HONYA retains the right to provide product replacement for defective goods. In instances when product is discontinued, HONYA reserves the right to substitute an "as equal." Warranty terms continue from date of original purchase.

Received By: _____ Print Name: _____ Date: _____

Checked By: _____ Print Name: _____ Date: _____