



606 Brook St.,  
Garden City NY 11530

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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.

RGA #: _____
Date: _____

Customer Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Address: \_\_\_\_\_  
 (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
<b>NOTE</b>		

**INSTRUCTION:**

- Complete the RGA Form and send back to your Sales Rep or at RGA@honyalighting.com
- RGA # will be issued before you can return the goods.

**TERMS & 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 prior issued for 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: \_\_\_\_\_