



23000 W. Industrial Dr.,  
 St. Clair Shores, MI 48080  
 866-755-3563  
 www.sigmaluminous.com

## Warranty RMA Evaluation

Sales Rep:	Date:
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Order Information			
Original PO:		Invoice #:	
		Replacement PO*:	

**\* A new PO is required for the warranty unit(s). Customer will receive a credit once the defective unit(s) is returned.**

Customer Information			
Sold to Company			
Ship to Company			
Ship to Address	City	State	Zip
Point of Contact	Email:		

Installation Information			
Model Number			
Date Installed		Quantity Installed	
Place	<input type="checkbox"/> Interior <input type="checkbox"/> Exterior	Input Voltage	
Operating Hours	_____ <small>hours/day      days/week</small>	Avg. Temperature	_____ <input type="checkbox"/> °C <input type="checkbox"/> °F
Surge Suppression	<input type="checkbox"/> Yes <input type="checkbox"/> No	High Humidity	<input type="checkbox"/> Yes <input type="checkbox"/> No
Harsh Environment*	<input type="checkbox"/> Yes <input type="checkbox"/> No	Chemicals	<input type="checkbox"/> Yes <input type="checkbox"/> No
Details:			

\* If harsh environment please describe in detail

Failure details			
Quantity Defective		Describe Failure	
Serial Number(s)			
Same area?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Same circuit?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Comments:

Assigned RMA # \_\_\_\_\_



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### Warranty Policy

- Contact Sigma Luminous or the local sales representative to assist in the troubleshooting process
- Upon finding out what part is required, a replacement purchase order may be required reflecting the product and pricing
- Upon shipment, an new invoice will be issued to the original customer
- **A shipping return label and packing slip will be provided** to facilitate the process
- **Defective products must be received within 30 days of shipment**
- Upon receipt, inspection, testing, and evaluation will be performed to find the cause for the defect and Sigma Luminous will notify customer of the result
  - o **Defective item under warranty – credit issued to customer for new invoice**
  - o Damaged from misuse, improper installation/wiring – no credit
- Sigma Luminous is not responsible for the charges involved in replacing defective items, such as labor, lifts, equipment rentals etc.
  - o High failure rates are evaluated on a case by case basis and are up to the discretion of Sigma Luminous Management

Assigned RMA # \_\_\_\_\_