

RMA SUBMISSION PROCEDURE

1. Please complete all areas of the RMA form including the reason for return.
(Pictures that clearly identify the problem may be required.)
2. Return the completed RMA form via fax (**604-538-7196**) **or** email (rma@kuzcolighting.com).
3. Please be advised that custom and discontinued products cannot be returned for credit, unless they are defective.
4. A Kuzco RMA Representative will e-mail you with the required RMA paperwork.
5. Once you receive the RMA paperwork, please return the defective items to Kuzco Lighting. Please include a copy of the RMA paperwork in the box/skid with the items that are being returned. (**19054 - 28th Avenue, Surrey BC, V3S 6M3**)
6. Credit will only be issued upon the return, and inspection, of the product(s). For items that are to be field destroyed, credit will only be issued upon the confirmation of the field destruction of the items. (***Debit Memos will NOT be accepted.***)
7. Your RMA number is valid from the date of issue, and will expire after 60 days.
8. Please write your RMA number on the outside of the box (on the shipping label).
Please do not write on the product boxes themselves.

PLEASE NOTE:

- Upon submitting your RMA request you will be given a Support Ticket Number that will confirm your RMA request has been received, and is in the process of being completed. (This is **NOT** your RMA number, as it is a reference number only.)
- If you need to contact Kuzco regarding your RMA submission please reference your Support Ticket Number. Any correspondence about an existing RMA submission that does not reference a Support Ticket Number will run the risk of having the completion of your RMA request delayed.
- **Please be advised** : Any missing information, or deviation of this process, may cause a delay in the completion of your RMA.