

HIGHLINE LED

Office: 805 E Broadway St, Andrews, TX 79714

Contact: 432.247.8000 | Email: usasales@highlineled.com

RMA Form

Please read entire RMA Policy & Limited Warranty before submitting RMA form. Incomplete/incorrect forms will delay claim process. Product returned without prior authorization will not be processed.

Ship all items to 2107 W Florida Ave, Midland, TX 79701

CUSTOMER INFORMATION

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|----------------------|
| Company: |
| Contact: |
| Replacement Ship To: |
| Address: |
| City/State/Zip: |
| Phone: |
| Email: |

HIGHLINE OFFICIAL USE

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|------------|
| RMA #: |
| Issued By: |
| Invoice #: |
| Order #: |

| Invoice# or PO# | Qty | Item# | Product New/Used | Reason for Return Describe Issue If Defective | Request For: 1. Credit 2. Exchange |
|-----------------|-----|-------|------------------|---|---------------------------------------|
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INSTRUCTIONS

1. Request an RMA number:

- A. Contact our office for technical support to troubleshoot the status of the unit(s) for making the initial determination whether requested RMA is covered by warranty.
- B. Complete this form and email it to support@highlineled.com for approval of your return/replacement and to receive a RMA number.
- C. An e-mail reply will include RMA number and instruction on sending back the defective unit(s).

2. Once issued an RMA #:

- A. All returns are to be sent to our warehouse at customer's cost. If the returned merchandise is sent COD, it will be refused by our Receiving Department and will only delay the handling of your return, causing additional expense to you.
- B. Pack merchandise carefully to prevent damage.
- C. A print-out of this sheet or e-mail print-out with RMA # must be included. The RMA # may also be marked clearly on the outside of the box.
- D. HIGHLINE will not replace any obsolete or damaged product.
- E. Allow 1-2 weeks for delivery of replacement units.

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| Additional Notes: |
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*****TERMS AND CONDITION POLICY*****

- Returns **MUST BE ACCOMPANIED** with an RMA number, returns without an RMA number will not be received and **WILL NOT** be serviced
- RMA number shall be valid for 30 days from issue, merchandise not delivered to HIGHLINE within that 30 day period will require a new RMA number
- Defective items will be repaired or replaced at the discretion of HIGHLINE for duration of warranty
- **NO** advanced replacement purchase is allowed after 30 days of original purchase. Warranty repair will be the only process route
- Defective items must be returned to HIGHLINE within 30 days of purchase. Shipping cost is non-refundable
- Defective warranty repaired products will be returned to the customer at free of charge
- No used item is allowed for return unless faulty upon inspection. Shipping cost is non-refundable on all purchase
- We may send you an updated model if your specific model has been discontinued without comparable inventory at the time of the return

By signing and submitting this RMA Form, you are acknowledging and adhering to HIGHLINE's RMA Policy, Standards & Procedure.

Signature:

Date:

It is our goal to make your business relationship with HIGHLINE as easy as responsibly possible. Please feel free to call us at 432.247.8000 or support@highlineled.com