



BUSINESS / CUSTOMER NAME

Contact _____ Atom Lighting Account # _____

Address _____

City _____ State _____ Zip Code _____ Country _____

Business Phone _____ Business Fax _____

Home Phone _____ Cell Phone _____

E-Mail _____ Website _____

PRODUCT INFORMATION:

Product Type _____ Product Part Number _____ Quantity Returned _____

Within Warranty Period () **Y** () **N** Date Purchased _____ Original Invoice # _____

Reason For Return: _____

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Product Type _____ Product Part Number _____ Quantity Returned _____

Within Warranty Period () **Y** () **N** Date Purchased _____ Original Invoice # _____

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Product Type _____ Product Part Number _____ Quantity Returned _____

Within Warranty Period () **Y** () **N** Date Purchased _____ Original Invoice # _____

Reason For Return: _____

EXCHANGE OR REFUND REQUEST:

- () **Exchange** - A replacement product will be forwarded after returned item is received.
- () **Refund** - A credit will be posted back to the credit card used for product purchase.

NOTE: Upon receipt of this document an atom lighting representative will contact you with an RMA number and proper shipping instructions.

THIS DOCUMENT MAY BE FAXED TO INITIATE PROCESSING.



WARRANTY, EXCHANGE, RETURN & REFUND POLICY

PRODUCT WARRANTY.

Products are guaranteed to be free of defects in material and workmanship for one year from the date of purchase. All Atom Lighting Inc. products are thoroughly inspected by our technicians prior to packaging to ensure our product is of the highest quality. If a warrantable defect does occur, please return the product to the place of purchase or follow our factory return policy below. Upon verification of a warrantable defect by our service representatives and/or an authorized distributor a repair will be made to the product or a replacement product supplied at no additional cost. Refunds can also be requested. All claims after one year must be directed to our worldwide corporate office by calling **1.877.922.ATOM (2866)**. For additional warranty inquiries please contact your local distributor and/or one of our customer representatives.

NOTE:

- Atom Lighting Inc does not warrant lamps or lenses.
- Atom Lighting Inc. cannot be responsible for loss or damage from improper use of the product.
- Atom Lighting Inc. recommends using a licensed contractor for the installation of our products.
- DO NOT operate any products which appear to have missing or damaged components.

RETURN POLICY.

We are proud of our products and want you to be absolutely satisfied with your purchase. If you are not completely satisfied with your product purchase within the 30 days of receipt, simply return the product item(s) in its original packaging in exchange for credit against other Atom Lighting products or for a purchase refund. Items that have been installed, altered or damaged in any way cannot be accepted for return.

FACTORY PRODUCT RETURNS ARE EASY:

1. OBTAIN A RETURN MATERIALS AUTHORIZATION CODE FROM ATOM LIGHTING INC.

All product returned to the factory requires prior notification and a return shipment authorization code. If you wish to return a product item(s), you must complete a Return Materials Authorization (RMA) form to receive this factory issued code. This form is available as a PDF file online and is located within the contact page of our website. Please be sure that you indicate whether you would like to receive a replacement product exchange or a purchase credit. You may also phone customer service at **1.877.922.ATOM (2866)** or email us further product return questions and/or explanation.

2. PACKAGE THE RETURNED PRODUCT SECURELY.

The returned product item(s) must be new, unused condition and must include all of its original packaging and any additional materials included with the original package [excluding any and all marketing literature, product promotions and brochures]. Please ensure that you have wrapped your returned product item(s) carefully and have securely sealed the entire package.

3. CLEARLY WRITE THE RETURN AUTHORIZATION CODE ON YOUR SHIPPING FORM.

Once obtained, be sure to include the Return Authorization Code supplied by Atom Lighting Inc. on the shipping form provided by your shipping service. We also recommend writing the Return Authorization Code on the outside of the package(s). Note that your returned product item(s) can not be accepted without a Return Authorization Code clearly identified.

4. SHIP THE RETURNED PRODUCT ITEM(S) WITH A RELIABLE SHIPPING SERVICE.

For your protection, Atom Lighting Inc. strongly recommends that you use a shipping service that will insure the full value of your returned product item(s). Please confirm with your shipping service that you are insured for the full value of the item(s) that you are returning. Atom Lighting Inc. is not responsible for shipping your returned product item(s) and/or any lost, stolen, mislabeled or damaged shipments.

SEND ALL PACKAGE(S) TO:

Atom Lighting Inc.
3010 East Elwood Street
Phoenix, Arizona 85040

REFUNDS.

Atom Lighting, Inc. will notify you via e-mail when we have received your returned product package(s). A customer service representative will then schedule inspection of the shipment and verified the condition of your returned product item(s). Once the service representative has approved the returned product item(s) for a refund your credit card will be immediately refunded the original purchase price (less shipping, duties & taxes if applicable and \$7.00 for processing). Please note that this process may take as long as 10 working days following the arrival of your package(s)