



Return Merchandise Authorization Form

RMA # _____

Email: warranty@clarolux.com

Return Shipping Instructions

1. Obtain RMA Number

- Contact our customer service team at **warranty@clarolux.com** or **(336) 378-6800** to request an RMA number. Please provide the company name and date your RGA was submitted.

2. Prepare Return Package

- Ensure the product is in protected packaging. Products damage during shipping due to improper packaging will not be warrantied.
- Clearly write the RMA number on the outside of the package.

3. Ship the Return

- Ship the return to the address provided by our customer service team.
- Note: Customers are responsible for return shipping costs unless the return is due to a manufacturing defect or a ClaroLux error.

4. Processing Time

- Once we receive the returned item, please allow 3 business days for inspection and processing.

Important Notes

Non-Returnable Items:

- Custom and special-order items.
- Products that have been repaired somewhere other than ClaroLux.

Restocking Fee:

- A restocking fee of 20% may apply to returns for exchanges/refunds.

Damaged or Defective Items:

- If the product is damaged or defective, please contact us within 5 days of receipt for a full refund or replacement.

Please go to www.clarolux.com/warranty-and-returns to review the ClaroLux warranty and return policy.

Return Merchandise Authorization (RMA) Request:

Customer Information

Company Name:

Phone Number:

Your Name:

Email:

Shipping Address:

Invoice or Order Number (if known):

Purchase Date (if known):

Returned Product Name/SKU:

Quantity:

Manufacture Date:

Return Type (Please Select One):

☐ Warranty Claim

☐ Exchange

☐ Refund

☐ Changed Mind

Other (Please specify): _____

Additional Comments or Special Instructions:

Please include photos of the fixtures you wish to return in the email when you send this form.

ClaroLux will try to repair your fixtures first, if a replacement is needed you will be notified, and a new fixture will be sent to you to the shipping address provided under customer information.

Return Authorization: (For store use)

Name: _____ Signature: _____

Date: _____