alora

T: 1.833.MY ALORA (692.5672)
P: 604.638.1242 | F: 604.638.1243
E: customercare@aloralighting.com
www.aloralighting.com

102 – 19028 27th Ave
Surrey, BC V3Z 5T1 Canada

3035 E. Lone Mountain Rd
Las Vegas, NV 89081 USA

RMA REQUEST FORM

E: rma@aloralighting.com
F: 604.638.1243

CONTACT INFORMATION					
Customer / Company		City		Prov. / State	
Contact Person		Postal / Zip		Country	
Address		Phone		Fax	
		E-Mail			

QTY	ITEM CODE	INVOICE or P.O. NUMBER	REASON FOR RETURN (Please See Reasons Listed Below)	OPTIONAL NOTES / FURTHER DESCRIPTION OF ISSUE

REASONS FOR RETURN (Enter # Code Above)				
1. Customer Return	2. Defective Frame	3. Electrical : Defective	4. Electrical : Defective Socket(s)	5. Glass Broken
6. Glass Defective	7. Metal Scratched	8. Missing Parts	9. Not Assembling	10. Poor Finish
11. Shade Damaged/Defective	12. Shipping	13. Shipping/Order Error	14. Other (Pictures Req'd)	

IMPORTANT RMA PROCEDURES

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 e-mail **(rma@aloralighting.com)** or via fax **(604.638.1243)**
3. Please be advised that custom and discontinued products cannot be returned for credit, unless they are defective.
4. An Alora RMA Representative will e-mail you with the required RMA paperwork.
5. Once you receive the RMA paperwork, please return the defective items to Alora Lighting. Please include a copy of the RMA paperwork in the box/skid with the items that are being returned.
   (102 – 19028 27th Ave, Surrey, BC, V3Z 5T1)
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.)

FOR ALORA USE ONLY	
RMA No.	
Issue Date	
Total Pieces	
Support Ticket No.	