



## PROCEDURE FOR WARRANTY RETURNS

- 1) All products being returned to AC Electronics must obtain an RMA (Return Material Authorization) number from the company. You can obtain this number by using any of the following options:
  - a) Phoning: AC Electronics at 800-375-6355
  - b) Faxing: AC Electronics at 817-624-8915
  - c) E-mail: [service@aceleds.com](mailto:service@aceleds.com)
- 2) You will need to provide the following information:
  - a) Primary purchase source, where the ballast came from
  - b) Total number of units being returned
  - c) Contact person and phone number at installation site
  - d) Nature of problem, what is happening or not happening
  - e) Manufacturer Date Code located on the ballast label
  - f) Type of lamp (bulb) used with ballast and how many
  - g) Model number of ballast
- 3) Once the above has been established, and at the discretion of AC Electronics, we will either replace, refund, or credit your account. If AC Electronics deems a field site visit necessary, we will arrange for a staff engineer or authorized AC Electronics agent to do an on-site inspection of the problem. When the problematic ballast is returned for inspection, we may require that the lamps be returned as well as the fixture – to ensure complete testing results (this will not be necessary in all cases).
- 4) If replacement product is needed immediately, you will be billed for the replacement via credit card or C.O.D., unless credit approval has been given. A refund or credit will be issued for the returned product.

By following the above mentioned guidelines, we hope to establish resolutions to your problems within 5 business days or sooner.