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

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.