



Cooledge Lighting Inc.

Return Material Authorization Process

- Warranty for the purchase of standard or custom products (the “Products”) from Cooledge Lighting Inc. or Velaria Systems (together the “Company”) shall be in accordance with the Company’s terms and conditions. The warranty shall be provided by the Company directly to the buyer of the products (the “Customer”).
- In the event the Product experiences a defect or failure, Customer will contact Company for approval to return and to obtain a written Return Material Authorization (“RMA”) at CustomerService@cooledgelighting.com.
- To complete a warranty claim, Customer shall return any defective or suspected defective Products (the “RMA Products”) to Company. Returns of RMA Products must be received within 30 days of the RMA issue date.
- Upon receipt of the RMA Products, Company will provide a detailed inspection report, typically within five business days after the RMA Products are received.
- If the RMA Products are determined to be defective, Company will repair, replace or credit the Customer in accordance with the Company’s terms and conditions.
- All sales are manufactured “to order” and Products are not returnable by Customer except as noted above. If an exception is requested, it must be confirmed in writing by Company before the RMA is issued to Customer.
- Under no circumstances will return shipments be accepted by Company without a formal RMA issued by Company to Customer. No return will be accepted without the proper RMA form.