PORTOR LIGHTING
a PORTOR INDUSTRY brand

RMA REQUEST FORM

PORTOR INDUSTRIES, INC. WILL NOT ACCEPT ANY RETURNED PRODUCTS UNLESS THIS FORM IS FILLED-OUT COMPLETELY

All returns must be made within 30 days and must be authorized. Returned merchandise must be in original packaging and in resalable condition. Special order merchandise cannot be canceled or returned. Any damages that occur in transit must be reported within 7 business days of receiving the shipment. In order to expedite your request, please fill out this form, sign, and return-back to us. **Replacements or Credit will not be issued unless an Invoice Number or Purchase Order Number is provided. Requests will not be accepted unless this form is signed, or an email is received acknowledging that the information contained in this form is correct and Portor's policy is understood and agreed to. In the case of a defective item request, Portor Industry may send out a replacement item before receiving defective item; however, if defective item is not received within 30 days, Customer will be charged for the replacement items. If credit is being requested, Portor will assess the request within a reasonable amount of time. If a credit request is approved, Portor will issue a credit memo. Customer may not withhold payment for an invoice because credit has not been issued yet. Once your RMA request is processed, we will confirm via e-mail.**

"RETURNED, NON-DEFECTIVE PRODUCTS WILL BE SHIPPED AT CUSTOMER'S EXPENSE, AND WILL BE SUBJECT TO A 25% RESTOCKING FEE."

CUSTOMER INFORMATION		REPLACEMENT SHIP TO ADDRESS:	
Company Name:		Address:	
Your Name:		Contact Person:	
Position:	Date Submitted:	Phone:	Email:

QTY	PART NUMBER	INVOICE NUMBER	INVOICE DATE	UNIT PRICE	REPLACE	CREDIT
					☐	☐
					☐	☐
					☐	☐
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PLEASE EMAIL COMPLETED FORM TO RMA@PORTORINDUSTRY.COM AND CC YOUR PORTOR SALES REPRESENTATIVE.

Reason for return/comment:

Customer Signature:	Date:

COMPANY USE ONLY	RMA NUMBER:
Approved by:	Date:
Received by:	Date:
Inspected by:	Date:
Comments:	