

Replacement Policy:

Products purchased through Fidelux and under warranty* may be returned for replacement by following these steps:

1. Contact Fidelux's Customer Service to obtain an RMA number.
2. Fill out the Return Material Authorization Form in its entirety.
3. Return the RMA form to Customer Service Manager at customerservice@fidelux.com
4. Return the authorized item(s) per shipping instructions.
5. Our Replacement Department will process your request.

RMA forms can be obtained by:

- Website: www.fidelux.com
- Contacting Customer Service at 203-774-5653

**Return Material Authorization (RMA) Form**

Company: _____ Contact Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

Phone: _____ Fax: _____

RMA No: _____ Date Issued: _____
(Obtained from Fidelux's Customer Service)

*Under Warranty (Must provide original order number and date in order to verify warranty coverage).

Quantity	Part Number	Description	Reason for Return	Order/PO Number	Order Date

Shipping Instructions:

1. Be sure to obtain an RMA number and clearly mark the outside of the box(s) with this number.
2. Ship only the items that are authorized.
3. Ship returned items to:

Fidelux Lighting, LLC
180 Johnson Street
Middletown, CT 06495

Please Note: Clients will be invoiced for replacement fixtures if the defective items aren't returned back within 30 days.

*Shipments received by Fidelux without an RMA number will be refused.

Sample Address Label with RMA number

John Smith XYZ Corporation 123 Main St	RMA# 123456 Fidelux Lighting, LLC Attn: Replacement Dept. 180 Johnson Street Middletown, CT 06495
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Use this space for Additional Comments:

Customer Signature: _____ Date: _____

Return Approval: _____ Date: _____