



Division of Pacific Lighting Manufacturer Inc.

RETURN GOODS AUTHORIZATION POLICY

RGA (Return Goods Authorization) number MUST be obtained from Utopia Lighting to begin return process.

1. ***No returns will be accepted/processed without an issued RGA (Return Goods Authorization) number from Utopia Lighting.***
2. RGA forms are available from our website (www.utopialightingus.com under "Resource" tab,) or by fax or e-mail (Support@utopialighting.com) request. Please submit RGA form with complete information (MUST have Purchase Order Number and reason for return) to receive an RGA Number.
3. All returns may be subject to restocking fees detailed at the last paragraph and **MUST** be made within 45 days from RGA number issue date, otherwise it will be automatically cancelled.
4. All returns **MUST** be made in the same condition you received, such as packaging, manuals, and any products and parts that correspond with the item(s.)
5. All returned items must be shipped back with issued RGA number visible on the package. If the number is not present, the package may be refused and sent back at your expense.
6. All returns **MUST** be shipped with freight **PREPAID**. Freight credit will be issued for returns found at Utopia's error upon completion and approval of inspection by our RGA Department. Freight invoice needs to be submitted for freight credit.
7. All warranty replacement of parts shall be limited to malfunction which are due and traceable to defects in original material or workmanship. The warranty becomes void for any of the following reasons (not limited to):
 - a.) Failures due to improper storage before installation.
 - b.) Service by anyone other than Utopia Lighting.
 - c.) Unauthorized installation, removal or attempt to repair units.
 - d.) Improper installation, maintenance, operation or repair.
 - e.) Failures caused by misuse, abuse, accidents, alteration or neglect.
 - f.) Failure to follow instructions as specified in user's manuals and other technical directives for usage of the product



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8. **NO-FAULT FOUND POLICY.** If returns with reason filed as "defective" or "damaged" are found to be in good working condition by our RGA Department, 10% additional restocking fee will be added to your applicable restocking fee.
9. Damaged/defective returns inspected and approved by our RGA Dept are not subject to restocking fee.
10. Returns under "*customer's ordering errors*", "*overstock*", "*job cancelled*" **MUST** be returned in original condition. If found in defective/damaged condition by our inspection, **NO** credit will be issued. Any return attempts made under these reasons after 12 months from shipping date will **NOT** be accepted.
11. Customers **MUST** pay all due invoices regardless of return status. Credit Memo will be issued and applied if and only if your return passes inspection by our RGA Department.
12. Warranty follows the warranty given in the product specifications.
13. **SPECIAL WARRANTY.** Special warranty conditions might apply to some products. In this case, you will be informed of these conditions.
14. Product(s) received damaged or missing part(s) must be reported within **2 weeks of receipt (no exceptions)** and may qualify for a free replacement or credit. This includes the following:
 - a. Transit Damage: Any visible damage from freight must be reported to us within 2 weeks of receipt with supporting documents. Damage caused from will-call (pick up) is ineligible.
 - b. Concealed Damage: Customer is responsible for a full inspection - inside and outside - upon receipt and must report any damage(s) within 2 weeks with supporting documents.
 - c. Missing Part(s): Any missing part(s) must be reported within 2 weeks of receipt.
15. Supporting documents **MUST** include all of the followings:
 - A signed proof on POD noted with visible damage for all transit damage;
 - Photo(s) of the product(s) in received condition on pallet,
 - Photo(s) of the product(s) in boxed condition,
 - Photo(s) of the product(s) inside the box condition including the light fixture(s),
 - Photo(s) with any other damages.
 - Photo(s) of the Utopia label.
16. Not all transit / concealed damage may qualify for free replacement or credit.



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Re-Stocking Fees

RETURN IN 30 DAYS

15% RESTOCKING FEE: STANDARD ITEM(S)

25% RESTOCKING FEE: OPTIONS ADDED ITEM(S)*

35% RESTOCKING FEE: MADE TO ORDER ITEM(S), CUSTOMIZED ITEM(S), ARRA / BAA ITEM(S)

RETURN IN 60 DAYS

25% RESTOCKING FEE: STANDARD ITEM(S)

35% RESTOCKING FEE: OPTIONS ADDED ITEM(S)*

50% RESTOCKING FEE: MADE TO ORDER ITEM(S), CUSTOMIZED ITEM(S), ARRA / BAA ITEM(S)

RETURN IN 90 DAYS

40% RESTOCKING FEE: STANDARD ITEM(S)

50% RESTOCKING FEE: OPTIONS ADDED ITEM(S)*

70% RESTOCKING FEE: MADE TO ORDER ITEM(S), CUSTOMIZED ITEM(S), ARRA / BAA ITEM(S)

RETURN AFTER 90 DAYS

50% RESTOCKING FEE: STANDARD ITEM(S)

75% RESTOCKING FEE: OPTIONS ADDED ITEM(S)*

90% RESTOCKING FEE: MADE TO ORDER ITEM(S), CUSTOMIZED ITEM(S), ARRA / BAA ITEM(S)

ANY RETURN ATTEMPTS MADE AFTER 12 MONTHS WILL NOT BE ACCEPTED

**OPTIONS ADDED ITEM(S) INCLUDES BUT NOT LIMITED TO OPTIONAL FINISH, DIMMING OPTIONS, CONTROL SYSTEMS, ETC.*

**MADE TO ORDER ITEM(S) INCLUDES BUT NOT LIMITED TO ALL ARCHITECTURAL PRODUCTS, ARRA / BAA COMPLIANT PRODUCTS, ETC.*

**BELOW ARE NON-RETURNABLE AT ALL TIME:*

- RGBW
- TUNABLE WHITE
- ACOUSTIC(-NRC) SERIES
- BLOCK SERIES
- SPECIAL-REQUEST & MODIFIED/FABRICATED ITEM(S)- including fabrication/modification made for mounting, sensor or any other option(s).
- SPECIAL CUSTOM FINISH

LARGE QUANTITY* RETURN IS SUBJECT TO REVIEW ** WITH A NEW RESTOCKING FEE SYSTEM.

* To be determined by the manufacturer.

* Exit / Emergency have no minimum quantity and always subject to review.

** Can be accepted or rejected.



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