



## **Return Material Authorization ("RMA") Policy**

Bright LED's RMA Policy allows distributors and representative agencies to return any Bright LED products for replacement or credit, provided the product was purchased through an authorized Bright LED distributor and is covered by an active warranty. This policy also facilitates easy product exchanges under stocking agreements.

### **RMA Procedure**

All returns to Bright LED must be authorized by obtaining a Return Material Authorization ("RMA") Form.

#### **Step 1: RMA Request**

RMA's can be requested by the distributor or representative agency through Bright LED's Customer Service by phone at +1 (281) 601-1133 or email at [sales@brightledtx.com](mailto:sales@brightledtx.com). Please provide the original distributor purchase order number and/or a copy of the invoice where the product was sold to the end user.

#### **Step 2: Processing the RMA Request**

Bright LED's Customer Service team will follow up with the requester to determine if the return qualifies as a warranty claim or a return to stock request. Customers are responsible for all freight charges on return to stock requests.

To facilitate assessment, please provide detailed photos of the non-conforming product, including key components such as the driver, mounting arm, or the entire fixture. If possible, include images of the diodes without disassembly to check for discoloration. Additionally, describe the product's performance issues (e.g., completely non-functional, half-lit, blinking, smoking, etc.).

For warranty claims, Bright LED Customer Service will assign an RMA number and authorize shipment of a replacement product or part. Replacements will carry the remainder of the original product warranty period. Bright LED may request the return of the defective product or provide instructions for field scrapping. Freight costs for warranty claims will be covered by Bright LED, either through a return label or Bright LED's freight account.

**Step 3: Returning the Product to Bright LED**

The requester should send the product to the following address:

**Bright LED**

13746 Pike Road,

Missouri City,

Texas, 77489, US

Include the RMA form inside the package, listing all returned products along with their quantities, Bright LED Product Part Numbers, return shipping address, and purchase order number (if applicable).

Customers must return products within 30 days of the replacement shipment date or credit issuance. If Bright LED does not receive the returned products within 30 days of the RMA issuance date, the customer will be billed for the replacement, or the credit will be voided.

**Step 4: Inspection of Returned Products**

Bright LED will inspect and/or test all returned products and provide feedback to the customer.

If a warranty claim is found to be invalid due to no issues with the product, the customer will be billed for the replacement product and any applicable freight charges.

**Return to Stock Terms and Conditions**

Products returned under the Stocking Distributor Agreement must be in their original packaging and in good condition. Bright LED will inspect and assess both the product and packaging before issuing credit, which will be subject to applicable restocking fees.