

RMA# \_\_\_\_\_ Date Issued: \_\_\_\_\_

### Repair/Replacement Policy

All PixelFLEX products being returned to PixelFLEX, LLC. must have a RMA (Return for Material Authorization) number.

**Below is the RMA procedure:**

1. Fill out the Request for Material Authorization (RMA) Form in its entirety. (Excluding the RMA number)
2. Send completed RMA Form by Email to: [service@pixel-flex.com](mailto:service@pixel-flex.com) (Do not ship items until RMA # has been issued)
3. PixelFLEX will issue RMA number to be used for the return. Write this RMA # on form below.
4. Place completed RMA form in the box with the returned item. Write RMA number on the outside of the shipping box.
5. Return the authorized items per shipping instructions (see bottom of this page).

**RMA Forms can be attained by:** Website: [www.pixelflexled.com/rma-request](http://www.pixelflexled.com/rma-request)

**Contacting Customer Service:** 1-800.930.7954 Option 2

#### RMA REQUESTER

Contact Name: \_\_\_\_\_  
 Company: \_\_\_\_\_  
 Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Email: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Original Invoice #: \_\_\_\_\_ Invoice Company Name: \_\_\_\_\_

#### RETURN SHIPPING INFORMATION

Company Name: \_\_\_\_\_ Contact name: \_\_\_\_\_  
 Shipping Via Account# \_\_\_\_\_ Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

| Model # Being Returned | Serial # | Reason for Return | Ticket # (Internal Use) |
|------------------------|----------|-------------------|-------------------------|
|                        |          |                   |                         |
|                        |          |                   |                         |
|                        |          |                   |                         |

#### SHIPPING INSTRUCTIONS

1. Include copy of the RMA form with the returned product(s).
2. Ship only the items that have been authorized.
3. Ship all items with padded packing material in carton.
4. Ship using sample label below with RMA #:

**Attn: RMA # ( \_\_\_\_\_ )**

**PixelFLEX LED, Inc.**

700 Cowan Street Nashville, TN 37207