



111 Preamble Court, Anderson, SC-29621

855-HAVELLS(4283557)  
www.havellsighting.com  
salesusa@havells.com

### Return Merchandise Authorization Form

RMA#	
------	--

Company name:				
Contact person:				
Address:				
Tel:				
Fax:				
Model number	Serial number	Invoice number	Qty	Problem

### Havells Lighting RMA Form Guidelines

- Proof of purchase must be provided by customer with completed RMA form i.e. copy of invoice
- Please see page 2 for guidelines for returns
- Please see page 3 for guidelines for warranty replacements

Return Shipment address  
 Attention: Returns Department  
 111 Preamble Court  
 Anderson, SC-29621

The information in this document is subject to change without notice and should not be construed as a commitment by Havells Lighting LLC. Havells Lighting assumes no responsibility for any errors that may appear in this document.



## Guidelines for Return

No merchandise may be returned without prior written authorization from Havells Lighting. Contact the Havells Lighting office at 855-428-3557 or by email at [salesusa@havells.com](mailto:salesusa@havells.com) to obtain a Return Merchandise Authorization form (RMA). Requests to return merchandise must be made within thirty (30) days from date of sell by Havells Lighting. All returns must be shipped prepaid to the location designated on the return authorization form. Credit will be issued based on the original invoice price, or price in effect at time of return, whichever is lower, less a minimum disposition charge of 15% (to defray the cost of handling). All returned product must be in salable condition in order to qualify for return. Havells Lighting reserves the right to refuse any incomplete or damaged return. Havells Lighting will not accept, service or be held responsible for any returned product which has been subjected to improper handling resulting from customer's abuse or negligence.

### The following items have a **NO RETURN POLICY**:

#### 1. **Special Orders**

Special order is defined as any non-inventory item or group of items, which was ordered expressly and uniquely for a specific customer. Any item from our product list can fall under the definition of the special order.

#### 2. **Custom Cuts**

Any item that is considered a custom cut, a sample, or that has been cut or sized by Havells Lighting specifically for that customer's unique requirements and specifications.

#### 3. **Clearance, Closeout, and Overstock Items**

Any item that is sold as a partial product, open box, used, or other than new. All returns are subject to approval and the refund policy stated above.

## Guidelines for Warranty Replacement

1. Refer to our full warranty policy located on our site at [www.havellslighting.com](http://www.havellslighting.com).
2. Havells Lighting provide 3 or 5 Years warranty on different products as specified on the warranty policy from the date of purchase. Proof of purchase must be presented by the customer in the form of an invoice for warranty replacements.
3. Prior to any return for warranty replacement customer must obtain an RMA number from Havells Lighting by submitting a properly filled out RMA form, available on our website at [www.havellslighting.com](http://www.havellslighting.com). Mail completed forms to [salesusa@havells.com](mailto:salesusa@havells.com), for questions or concerns please call our office at 855-428-3557.
4. RMA number is strictly for reference use only; it does not guarantee warranty service upon receipt. Please refer to our full warranty policy before filing a claim.
5. Warranty replacement does not guarantee all fixtures will be replaced with a new fixture if the fixture returned can be repaired.
6. All products must be inspected by Havells Lighting before replacement(s) are issued.
7. In case the product for warranty replacement has been discontinued or is no longer in stock, Havells Lighting reserves the right to replace the product with an equivalent fixture.
8. If returning via shipping: any return without a valid RMA number conspicuously displayed on the outside of the shipment will be rejected, the customer is responsible for all costs associated with returning the products back to Havells Lighting for inspection.
9. Havells Lighting reserves the right to refuse any incomplete or damaged return.
10. Havells Lighting will not accept, service or be held responsible for any returned product which has been subjected to improper handling resulting from customer's abuse or negligence.
11. Returned products under warranty will be replaced or exchanged within 20 working days from the date of receipt.
12. Customer is responsible for verifying replacements and notify Havells Lighting of any discrepancy within 48 hours of receipt.

The information in this document is subject to change without notice and should not be construed as a commitment by Havells Lighting LLC. Havells Lighting assumes no responsibility for any errors that may appear in this document.