

Soraa Field Scrap Program

Soraa’s field scrap program has been established to help streamline the warranty return process for distribution partners. The program offers eligible customers the ability to scrap some warranty returns in the field, without going through Soraa’s standard RMA process.

To be completed by Soraa Distributor Partner:

ACCOUNT NAME	
ACCOUNT NUMBER	
REFERENCE (OPTIONAL)	
CONTACT NAME	
EMAIL	
PHONE	DATE

Terms & Conditions

- Field scrap allowance calculated as 0.5% max of prior calendar year shipments
- Only lamps still within warranty period are covered under field scrap policy
- Field scrap lamps do not need to be returned to Soraa and should be disposed of in accordance with local regulations
- Net unit cost based on current pricing
- Approved claims will be applied as an account credit

CURRENCY	USD	EUR	GBP
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IMPORTANT: Field scrap claim forms to be submitted to: FieldScrap@soraa.com for processing

PRODUCT SKU	DESCRIPTION OF FAILURE	QTY	NET UNIT COST	TOTAL COST
GRAND TOTAL				

Internal use only:

APPROVED BY	DATE
NOTES	