


### What is Soraa's Field Scrap Program?

Soraa's field scrap program has been established to help streamline the warranty return process for our 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.

### Getting Started

Field scrap allowances are calculated as 0.5% max of prior calendar year shipments. There is no restriction on the number of claims that can be made, however, each claim is limited to a maximum of 10 lamps. Claims can be made using the Field Scrap Claim Form provided by your local Soraa sales representative. Instructions on completing the form are found below.


Field Scrap Claim Form  
Lamps

#### Soraa Field Scrap Program

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**To be completed by Soraa Distributor Partner:**

ACCOUNT NAME	
ACCOUNT NUMBER	
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

**IMPORTANT:** Field scrap claim forms to be submitted to: [FieldScrap@soraa.com](mailto:FieldScrap@soraa.com) for processing

PRODUCT SKU	DESCRIPTION OF FAILURE	QTY	NET UNIT COST	TOTAL COST
				0.00
				0.00
				0.00
				0.00
				0.00
				0.00
				0.00
				0.00
				0.00
				0.00
<b>GRAND TOTAL</b>				<b>0.00</b>

Internal use only:           

APPROVED BY	DATE
NOTES	

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**1** Enter **Contact Information** (Required)

**Note:** Account Number can be found on DIP Report

**2** Select **Currency** (Required)

**3** Complete **Product Details**

**A** Product SKU :: e.g. SM16-07-10D-930-03

**B** Description of Failure :: select from dropdown (if known)

**C** Quantity :: select from dropdown (max 10 per claim)

**D** Net Unit Cost :: price based on current price book

**Note:** Total and Grand Total values will automatically calculate based on Quantity and Net Unit Cost provided

**4** Click **Submit** to email completed form

**Note:** Follow onscreen instructions to select an email application. Claim Form will be sent as an attachment.

Functionality subject to PDF reader software. Form can also be saved and sent manually.