

<b>RMA NUMBER</b> (assigned by Soraa)	
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<b>Request Date</b>	
<b>Distributor or Direct-Purchaser Name</b>	

# SORAA®

**Returned Material Authorization (RMA)**  
**form for defective products**

**Email completed form to: [rmasupport@soraa.com](mailto:rmasupport@soraa.com)**

## INSTALLATION SITE INFO

Business Name (if a commercial installation)	
Address where lamps are installed	
Address Line #2	
City	
State, Zip Code	

## REQUESTOR CONTACT INFO

Requestor Name	
Requestor Email	
Contact Phone #	

## REPLACEMENT INFORMATION

Credit or Replacement Request?	
Complete ship-to address for replacements ("N/A" if credit)	

## MANDATORY INFORMATION

Defective Lamp Information										
PO Number	Total Qty on PO	Lamp SKU	Shipment Date*	Approx. Date Installed (MM/YY)	Approx. Total No. of Lamps Installed at the Site	Approx. Operating Hrs/Day	Date Failure Reported	Total Lamps Requested for Replace / Credit	# Lamps Shipping Back to Soraa	Reason for Return 1. No Light 2. Flicker 3. Wrong Color 4. Yellow Lens 5. Visual/Mechanical 6. Dim 7. Other (please specify)
USPO04251	1222	SP30S-18-36D-930-03	11/29/2016	Jan-16	34	9	5/18/2017	7	7	yellow lens

\* Date of shipment from Soraa defines the start of 3-year warranty

## ADDITIONAL INFORMATION (IF KNOWN)

Lamp SKU	Are lamps on a dimmer? Y/N	Fixture Model	Ambient Conditions 1. Indoor, no A/C 2. Indoor w/AC 3. Outdoor	Glass cover in front of lamp face? Y/N	Soraa SNAP system used? Y/N	Photo Attached? Y / N **
SP30S-18-36D-930-03	no	ABCD	Indoor w/ AC	Y	Y	Y

### RMA (RETURN MATERIAL AUTHORIZATION) RETURN INSTRUCTIONS

**NOTE:** RMA Authorization is ONLY VALID for 60 days from the Issue Date  
Please return your lamps within 60 days

1. Ship **ONLY** those products authorized above back to Soraa.
2. Ship in appropriate packaging so as not to further damage lamps.
3. Reference the RMA# on the outside of the package(s).
  - a. Include numbering (1 of 3, etc) for multiple packages.
4. Include paperwork
  - a. Ensure applicable paperwork such as packing slips, etc. accompany the product and reference the RMA#. Failure to do so may result in rejection of shipment.
5. For international shipments:
  - a. Place a copy of the documentation **INSIDE** the package.
6. Ship prepaid and insured to the following address:

Soraa  
ATTN: RMA Department  
RMA# \_\_\_\_\_  
Soraa (USA)  
6500 Kaiser Drive, Suite 110  
Fremont, CA 94555

Please paste photos of the fixtures with the defective Soraa lamps installed. See the below examples.  
If the defective lamp has already been removed, a photo of the fixture itself is still helpful.

