

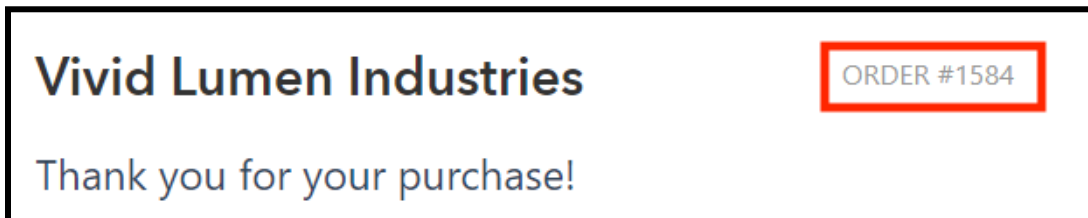
Vivid Lumen Warranty Policy

To submit a warranty request, please submit this form -

<https://vividlumen.com/pages/customer-warranty-form>.

Please submit a complete and accurate warranty form to reduce the warranty processing time. Once we have all the required information, our warranty department will process your request and be in touch with you!

1. **Sales Order Number** - Can be found in your order invoice. Order number starts with ORDER #...



2. **Part Number** - Can be found in your order invoice. Part number starts with SKU:.....

Items	Qty	Price
Canbus LED Antiflicker Modules 9005,9006,9012 (pair) - Regular SKU: 9005D-2 Variant: Regular	1	CA\$48.95

3. **Serial Number** - Serial number can be found on the back of the product. (see figure 2 and figure 6)



4. **Pictures** - Pictures of the product with the fault visible.
 - a. An image of the **defective product plugged into the testing unit**, with the defect seen clearly (see Figure 2 and figure 5).
 - b. An image of the defective product with the **wires cut and the serial number visible** (see Figures 1 and 6 below).
 - c. Please note that images with multiple items in them are not acceptable. One product per image. (see figure 3 below)
5. Once an RMA is issued, mark the assembly with a permanent marker and send us images with an image of the defective product with the wires cut and the RMA number visible (see Figure 4 Below)



Figure 1 - wires cut and the serial number visible



Figure 2 - defect seen clearly



Figure 3 - Unacceptable Image (Multiple products)



Figure 4 - Acceptable Image



Figure 5 - defect seen clearly



Figure 6 - Serial Number visible