



Document ID FO103	Procedure RMA Policy - MES	Approved by Rohith Bharadwaj, Dir of Ops.
Revision v1.2	Prepared By Oswaldo Alcantar	Approved Date January 1, 2024

1. Customer must initiate returns or warranty claims by submitting the completed request form, emailing rma@maverickled.com or warranty@maverickled.com. Use **“RMA Request”** and **note the purchase order or invoice number in the Subject line of the email.**
2. MES will not authorize returns without required documentation.
3. Please ship all return or warranty merchandise to the MES address noted on the RMA Form within 30 days of the RMA date. Returns after 30 days will not be accepted unless returns are contingent on receiving replacement product. In which case the 30-Day period starts from the date the replacement product was received.
4. After the product is physically received by MES, we will inspect to determine if it is approved or denied for credit.
5. Replacement products will be invoiced at contract price until returned or defective product is validated for credit. Credit will be issued based on validation of the condition of the returned product.
6. The product that has been installed in a fixture or on-site and is found to be fully operational is not returnable.
7. Return requests will be considered for up to 180 days from the ship date of the original order. No returns are accepted past 180 days of order fulfillment.
8. If approved, MES will make all attempts to issue credit within 72 hours of approval. If denied, MES will notify the customer to arrange for product return within 3 business days of denial notice.
9. The Credit Memo for warranty replacement shall be applied to the corresponding warranty invoice only.
10. Returns that are not in new condition are subject to refusal.
11. MES will replace any failed unit per standard warranty policy with a functional equivalent. The failed unit may need to be returned to qualify for replacement. MES does not cover the cost of unit removal, reinstallation, or return shipping.
12. Restocking/Cancellation fee may apply based on type of return (not needed by customer, customer ordered wrong product or cancelled after order shipped/invoiced)