



TECHLIGHT

# R.G.A. REQUEST FORM

**REQUESTS WILL BE REJECTED IF FORM IS ILLEGIBLE OR INCOMPLETE.**

Thoroughly READ and complete this form and return via Email to [tlrma@techlightusa.com](mailto:tlrma@techlightusa.com)  
Absolutely NO returns will be accepted by Techlight without an RGA number.

2707 Satsuma Drive, Dallas, TX 75229 TEL:800-225-0727 [www.techlight.com](http://www.techlight.com)

CUSTOMER INFO.

Date:

COMPANY NAME	PHONE #	CONTACT PERSON#	EMAIL#

ADDRESS

PROOF OF PURCHASE:

**THIS REQUEST CANNOT BE PROCESSED WITHOUT THE FOLLOWING:**

TECHLIGHT INVOICE #	TECHLIGHT ORDER #	CUSTOMER P.O. #

DESCRIBE PROBLEMS:

REASON FOR REQUEST

FACTORY  
ERROR

FREIGHT  
DAMAGE

CUSTOMER  
ERROR

DEFECTIVE

OTHER: DESCRIBE ABOVE

FOR INTERNAL USE ONLY

QTY	PART#	REPLACEMENT / RETURN FOR CREDIT AND REASONS	UNIT PRICE	TOTAL

**TECHLIGHT WILL NOT ALLOW CHARGES FOR LABOR, TRAVEL, LIVING EXPENSES, INSPECTIONS, MATERIALS, ECT. THAT DOES NOT HAVE PRIOR WRITTEN APPROVAL BEFORE SUCH WORK IS IMPLEMENTED.**

SUBTOTAL	
FREIGHT (IF APPLY)	
TAX (IF APPLY)	
<b>TOTAL</b>	

FOR INTERNAL USE ONLY

RGA #	ISSUED AND REVIEWED BY	DATE

APPROVED

DENIED

REASON

\*NEW, UNUSED, MERCHANDISE OVER ONE YEAR OLD IS NON RETURNABLE. SPECIAL ORDERS AND CUSTOM COLORS ARE NON RETURNABLE. WE RESERVE THE RIGHT TO ACCEPT / DENY THIS REQUEST BASED ON THE INFORMATION PROVIDED ABOVE. A RESTOCKING FEE OF 20-30% PLUS FREIGHT CHARGES WILL BE ASSESSED WHERE APPLICABLE. ANY ITEM/S OTHER THAN THOSE CONTAINED IN THE RGA WILL BE DISCARDED. ALL RGAs ARE GOOD FOR 45 DAYS FROM THEIR ISSUED DATE. CLAIMS OF DEFECTIVE MERCHANDISE MUST BE REPORTED TO TECHLIGHT WITHIN 30 DAYS OF DELIVERY. TECHLIGHT IS NOT RESPONSIBLE FOR MISSING OR DAMAGED FREIGHT. SHORTAGES OR FREIGHT DAMAGE MUST BE REPORTED TO TECHLIGHT WITHIN 10 DAYS OF DELIVERY IN ORDER FOR US TO ASSIST YOU WITH YOUR CLAIM. FREIGHT DAMAGES MUST BE REPORTED TO FREIGHT CARRIER AND NOTED ON FREIGHT BILL BEFORE YOU SIGN IT RECEIVED!!! OTHERWISE WE CAN RENDER NO ASSISTANCE IN HELPING WITH YOUR CLAIM.

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