



www.fine-led.com admin@fine-led.com

RMA REFERENCE #:

RETURN MERCHANDISE AUTHORIZATION FORM (RMA)

Please read entire RMA Policy & Limited Warranty before submitting RMA form. Incomplete/incorrect forms will delay claim process. Product returned without prior authorization will not be processed.

RMA DATE: _____

INSTRUCTIONS:

- Please contact FINELED for your RMA #
Fill this entire RMA form prior to returning product
Completed RMA must accompany return shipment.
Print the RMA # on each package being returned.
Address for returning:
RM: 3, 3/F, BLK:1, Dong Cheng Plaza, NO:60 Shi Long Bei Road,
Gui Cheng, Nanhai District, Foshan, Guangdong,China
If a replacement product is needed, please submit a new purchase order to FINELED.

The result of this RMA will be to create a credit to your account only.

CUSTOMER INFORMATION:

Customer Name: _____

Company Name: _____

Invoice Number(or PO#): _____

Address: _____

Phone: _____

Fax: _____

Email: _____

RETURN PRODUCT INFORMATION :

Table with 5 columns: PART NUMBER, INVOICE#, PROUCT DESCRIPTION, QTY, REASON OF RETURN. Contains 8 empty rows for data entry.

WARRANTY AND SERVICE:

❖ Only the products manufactured by FINELED are guaranteed, otherwise, the company will not guarantee it. 只有菲力德公司制造的产品予以保修，否则，本公司不予保修。

❖ The Purchaser is liable to immediately inspect the goods (within 30 days) for possible missing accessories or any mechanical damage of the goods and report to Seller for solving in time. It will not be liable for exceed 30 days claim which applies for any defects in the goods that could have been detected by the Purchaser in the first inspection. 买方有责任在收到货 30 天内检查货物是否有附件丢失或货物的机械损坏，并及时报告给卖方以解决；对于买方可能在第一次检查中发现了任何货物缺陷但超过 30 天的索赔概不负责。恳请买方收到货后及时检查。

❖ The limited warranty of 3~4 years is for the non-waterproof version and the limited warranty of 2 years is for a waterproof version from the original date of purchase, overdue of the warranty date is not acceptable. 自原始购买之日起，非防水版本的保修期为 3 至 4 年，防水版本的保修期为 2 年，超过保修期限需要支付保修费用，具体以配件价格和服务费为准。

❖ FINELED Pro-forma invoice, based on eight working hours every day, the limited warranty time/date according to the table above. Under the warranty period, the damaged products caused by the manufacturing crafts or defective components under formal use condition and confirmed by our company's after-sales teams, the warranty will be free of charge. 保修将从原始产品购买日期或菲力德出具的形式发票之日开始，基于一天八个小时，有限的保修时间或日期根据上面表格为准。在保修时间内，凡经我公司售后确认为正常使用情况下，因制造工艺或无器件造成的损坏，将获得免费保修服务。

❖ Warranty is not applicable to product loss or damage caused by the seller's negligence; such as abuse or misuse of accessories, incorrect installation methods, improper storage methods, no maintenance on schedule, extremely harsh operating environments such as ultra-high temperature and humidity, ultra-strong acidity, alkalinity or soaking environment and so on. 因卖家疏忽造成的产品损失或损坏不适用本保修条款；比如滥用或误用配件、错误的安装方式，不正确有储存方式，不按计划进行维护，以及极端恶劣的使用环境例（如超高温度和湿度，超强酸度，碱度或浸泡环境等等）。

❖ Warranty will only cover the product itself, is not applicable to compensating for manpower, material, time, installation fee with one original or replacement product, original freights. 保修仅涵盖产品本身，不负责赔偿时间，其它材料，原装产品和替代产品的安装费，运输或运费。

❖ FINELED reserves the right to close the corresponding RMA cases. General, all defective products will be subject to repairs/refurbishment first, Only if a repaired or refurbished product is still defective, will FINELED consider replacing the defective product with the new product. 菲力德保留结案相应 RMA 案例的权利。一般情况下，所有有缺陷的产品将首先进行维修或者翻新。当维修或翻新的产品仍有缺陷时，菲力德将会考虑用新产品替换有缺陷的产品。

❖ FINELED reserves the right to repaired, refurbished/reconditioned, or remanufactured products for any

replacement products under the warranty. All returned product is subject to testing that may take up fourteen. 菲力德保留根据保修范围内任何替换产品的维修，翻新或再制造产品的权利。所有退回的产品都经过测试，最多可能需要十四次。

❖ Product warranty time & date

Product Name	IP20 Non-Waterproof	IP54 Silicon Glue	IP65 Silicon Tube	IP67 Silicon Filling	IP68 Extrusion
Flexible LED Strip	4 YEARS	3 YEARS	3 YEARS	3 YEARS	3 YEARS
LED Neon Flex	N/A	N/A	N/A	2 YEARS	N/A
Aluminum Profile	2 YEARS	N/A	N/A	N/A	N/A
Signage & Lightbox	2 YEARS	N/A	N/A	N/A	N/A
Driver & Controller	2 YEARS	N/A	N/A	N/A	N/A

Please sign and scan to us for our approval once you have fully read, understood the regulations above. We will be informing you within 7 working days.

CUSTOMER SIGNATURE: _____

REPRESENTATIVE NAME: _____ **DATE:** _____