



# Return Authorization Request Form

(Please fill out all white boxes)  
(Form is required in order to issue RA #)

This Form is not a Return Authorization. Once this form is received it will be processed, and if approved an RA # issued. Return Instructions will be emailed when RA # is issued.

## Return Authorization Request Instructions:

Checklist	Complete
Original sales invoice/receipt included with RA	
Product Bench Tested Before RA Requested	
Product is covered under warranty	
Factory Connectors (Duetsch) have not been cut off Light	

## Warranty Policy Summary:

Extended Warranty: Limited Life Time Warranty for Consumer Markets  
3 Year for Commercial Markets

Standard Warranty: 1 Year Limited Warranty

1. A proof of purchase is required to validate all warranty claims. The warranty period is valid starting from the original date of purchase.
2. All products must be bought through a Vision X Authorized Dealer to be eligible for warranty.
3. Damage resulting from any improper installation, accident, abuse, neglect or normal wear are not covered under warranty. Actions which void the warranty include:
  - a. Opening of the lighting fixture
  - b. Cutting any connectors or cords
  - c. Broken Glass
  - d. Damage caused by physical abuse
  - e. Lights operated in environments outside their stated specifications
4. Consumables, such as bulbs, are not covered under warranty.
5. Warranty items will be repaired to working condition and returned without cosmetic alterations.
6. All customer warranties should be handled through the dealer/reseller the product was originally purchased from. The customer is responsible for delivery to the Vision X Returns Department in Auburn, Washington.
7. If a product is deemed not to be covered under warranty, customers will be responsible for the return shipping charges.
8. Items not covered under warranty can be repaired at the customer's expense for parts and labor, at the discretion of Vision X Lighting, who will provide an estimated repair cost before proceeding with the repair.

Washington Office  
1601 Boundary Blvd  
Auburn, WA 98001  
Ph: 888-489-9820  
Fx: 253-218-2905



www.visionxusa.com  
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<b>Purchased From</b>	
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<b>Business Name</b>		<b>Contact Name</b>	
<b>Phone</b>		<b>Fax</b>	
<b>Email</b>			
<b>Return Address</b>	<b>Street</b>		
<b>City</b>		<b>State</b>	<b>Zip</b>

1. Original sales invoice(receipt) is required to process returns. Please include the original invoice\receipt when sending the Return Authorization Request Form.
2. All products should be bench tested before shipping product back.
3. Lights with deutsch connector cut off will not be repaired under warranty.
4. Physical damage is not covered under warranty.
5. Please see attached warranty policy for all terms and conditions.

Part Number	Qty	Fault Code (Below)	Vision X Invoice Number (If Applicable)	Physical Damage Code	Office Use Only

**More than 6 items: Use multiple forms or submit your own packing list**

<b>Fault Code</b> (Please list the Fault Code number next to the product above – reason the return is being requested)			
<b>1</b>	Does Not Turn On at 12 Volts	<b>4</b>	Light Flickers
<b>2</b>	Does Not Turn On At 24 Volts	<b>5</b>	Some LED's are out
<b>3</b>	Moisture Inside Housing	<b>6</b>	Other + Explanation

<b>Physical Damage Code</b> (Please list the Physical Damage Code number next to the product above)			
<b>1</b>	Cut Wiring (No Deutsch Plug)	<b>5</b>	Heat Damage
<b>2</b>	Physical Damage To Housing	<b>6</b>	Other + Explanation
<b>3</b>	Scratched or Broken Lens	<b>7</b>	No Physical Damage
<b>4</b>	Broken Mount or Mounting Bolt		

**FAX BACK TO 253-218-2905 OR EMAIL TO RETURNS@VISIONXUSA.COM**

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