



1121 Hwy 74 South
 Peachtree City, GA 30269
 770-486-4800

RMA Policy

All returns or field scraps (decided at the discretion of Cooper Lighting) must be pre-approved and will only be valid for 60 days.

- Current Stock Guide items
 - o Invoice date in last 12 months – No restocking fee
 - ILC Stock Materials subject to 25% restocking fee regardless of date of purchase
 - o Invoice date in months 13-24 – 35% restocking fee
 - o Invoice date >24 months – not eligible for return
- Current MTO items, but Active Stock Guide items at time of purchase -
 - o Invoice date in last 3 months – No restocking fee
 - o Invoice date in months 4-12 - 25% restocking fee
 - o Invoice date >24 months – not eligible for return
- Made-to-Order (MTO) at time of purchase:
 - o Not eligible for return authorization or field scrap
- 35% additional restocking fee for any products subject to re-packaging / re-label / label removal upon arrival at CLS facility
- Any product that has been used, opened, modified or installed are NOT eligible for return

To further speed up the process for RMA approvals, please communicate properly formatted item numbers or catalog numbers and all invoice details on the request.

In the case of material returns received by CLS that were not pre-approved or are damaged/broken upon receipt at CLS facility:

If valued over \$1000:

- Customer will be notified and will have 5 business days to advise if they would like to have product returned back to their facility. If no response is received in 5 business days, material will be disposed at CLS' discretion.

If valued less than \$1000:

- Product will be disposed immediately at CLS' discretion with no notification to customer.

Customer will be responsible for all freight to return the material to Cooper Lighting LLC.

REFUSED SHIPMENTS POLICY

Please DO NOT refuse shipments. It is in the best interest of you, as the customer, to accept the shipment and then request an RMA if needed as there is no guarantee that Cooper Lighting LLC will provide a refund / credit for the material that is refused.

For stock materials: If approved, the material will be accessed a 25% restocking fee.

Any refused shipment for MTO material will be reviewed and may result in 0% credit allowed back to customer as well as an additional charge to cover any freight fees associated with the original shipment and return.

- Customers will be contacted on refused shipments on Made-to-Order (i.e. non-stock guide) materials and will have up to 5 business days to provide direction on whether or not they want the material re-shipped.
- If no response is received in 5 business days, material will be disposed at CLS' discretion with no credit issued to the customer and potential additional charges for any freight incurred on the original shipment and return.