

# Holiday LiteSource Return Authorization Request Form

Please complete the form below to process your request. Incorrect or incomplete information will delay your request. Product returned to Holiday LiteSource through no fault of the company will be subject to a 25% restocking charge. Shipping and handling charges along with any charged freight are NONREFUNDABLE in all occurrences with Holiday LiteSource, Inc. All returns must be shipped prepaid and goods must be in resalable condition to receive credit. **NO RETURNS AFTER 14 DAYS. NO RETURNS AFTER CHRISTMAS. ALL APPROVED RETURNS WILL BE FOR MERCHANDISE CREDIT ONLY.**

A Holiday LiteSource representative will contact you with instructions for this return request.

## GENERAL INFORMATION

COMPANY:		SHIP TO:	
CONTACT(full name/dept):		CONTACT(full name/dept):	
ADDRESS:		ADDRESS:	
CITY/STATE/ZIP:		CITY/STATE/ZIP:	
PHONE:		PHONE:	
FAX:			
EMAIL:		ITEM IN ORIGINAL PACKAGING?	
SUBMITTED BY:		USED OR INSTALLED PRODUCT?	
RECEIVED DATE:		HAVE YOU TROUBLESHOOTED ITEMS NOT WORKING?	
PO#:		HOW LONG HAVE INSTALLED ITEMS NOT WORKED PROPERLY?	
TRACKING:			
LITESOURCE INVOICE#:			

## SPECIFIC CASE INFORMATION

PROBLEM (Please state as thoroughly as possible):

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\*\*\*Please note: For damaged shipments, the customer must keep product and all shipping materials including box & packing materials until directed by UPS/FedEx or other carrier.

## REASON FOR RETURN

<input type="checkbox"/>	Incorrect Item/Quantity
<input type="checkbox"/>	Damaged in Shipping
<input type="checkbox"/>	Defective
<input type="checkbox"/>	Other (please explain)

ITEM #	ITEM DESCRIPTION	# ORDERED	# TO RETURN	TOTAL COST	REPLACE (Y/N)

## ADDITIONAL COMMENTS/REQUESTS

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## SECTION FOR LITESOURCE STAFF

APPROVED BY:	
DATE:	
ITEM CONDITION:	
ACTION TAKEN:	
RA#:	INVOICE COPY/DOCS:
CALL TAG#:	RESALABLE/RTS?
TRACKING:	RESOLVED?

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Please refer to the Support section to review complete information regarding Ordering & Shipping, Returns & Warranty & Store Policy of [www.litesource.com](http://www.litesource.com) & Holiday LiteSource, Inc.