

[RGA] Distributor Defective Return Goods Policy

Requests for all defective returns must be pre-authorized by filing your warranty claim at www.unvlt.com. Click on the Tech. Support link to open the web page. Follow the "click here" link to the Warranty Claims Service.

The following information is required to process your request:

- Distributor city/state
- Person and company address to whom the defective RGA will be issued, including phone, fax numbers, and email
- Quantity, ballast catalog number and date code of each defective product
- Select the appropriate box for credit or replacement if required
- Select the appropriate box for ship to when requesting replacements
- Leads are no shorter than six inches from ballast can

Freight: All costs for return shipments will be paid by Universal Lighting Technologies, provided the specified shipper is utilized as shown on the defective RGA form. Collect shipments will be specified for shipments in excess of seventy-five pounds. Shipping charges for UPS prepaid by the Distributor of seventy-five pounds or less will be reimbursed upon receipt of shipping invoice referencing the defective RGA number. Defective ballasts that are replaced but not returned will be billed back with a 15% handling charge for invoice processing.

Revised: 4/04/07
Policy Number: PC-102

[RMA] Return Materials Authorization

FOR

AUTHORIZED **UNIVERSAL**™ Lighting Technologies Distributors

In an effort to help our distributors grow business and provide customers with their product needs, Universal Lighting Technologies provides distributors with one (1) return of stock product during a twelve-month period to balance their stock inventories.

All returns are subject to the following conditions:

- An approved RMA must accompany every return
- One (1) return or stock product per year for credit with an offsetting order of equal or greater value not to exceed 3% of the previous year's purchases
- Freight charges are prepaid by distributor
- Any other returns are subject to a minimum 25% or \$25 restocking fee, whichever is greater
- Discontinued, made-to-order or custom product is not returnable
- Returned product must be of current manufacture (produced in past twelve months), unused, salable and in original cartons. In addition to restocking fees, if any, all costs incurred by Universal Lighting Technologies to put product in condition for resale will be charged to the distributor

Returns resulting from a Universal Lighting Technologies error will require an approved RMA form, which must be requested within thirty (30) days of shipment. These will not be subject to restocking fees or freight charges. Please contact your Authorized Universal Lighting Technologies Sales Agent or consult the website for an RMA form.

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