

**Replacement Policy:**

Products purchased through PatriotLed and under warranty\* may be returned for replacement by following these steps:

1. Contact Our Customer Service at 1-866.258.0592 to obtain an RMA number.
2. Fill out the Return Material Authorization Form in its entirety place the RMA Form in the box with the item(s) being returned.
3. RMA number is valid for 30 days. Products returned for credit are subject to a 25% restocking fee.
4. Our Replacement Department will process your request.

RMA forms can be obtained by:  
 - Website: <http://www.patriotledtubes.com/RMAFORM> - Contacting Customer Service 866.258.0592

**Return Material Authorization (RMA) Form**

Company: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

**RMA No:** \_\_\_\_\_ **Date Issued:** \_\_\_\_\_  
 (Obtained from PatriotLedProducts' Customer Service)

\*Under Warranty (Must provide original order number and date in order to verify warranty coverage).

Qty	Part Number	Description	Reason for Return	Serial # (Modem Only)	Order Number	Order Date

**Shipping Instructions:**

1. The bottom of the original packing slip contains PatriotProducts' returns address. Use this portion of the form to affix to the box(s).
2. Be sure to obtain an RMA number and clearly mark the outside of the box(s) with this number.
3. Ship only the items that are authorized.
4. Ship returned items to:  
  
*Axis LED Group  
1412 Management Way  
Garner, NC 27529*

Shipments received by PATRIOTLEDTUES without an RMA number will be refused.

*Sample Address Label with RMA number*

John Smith XYZ Corporation 123 Main Street	RMA#: 123456
<b>Axis LED Group</b> 1412 Management Way Garner, NC 27529	

Use this space for additional Comments:

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**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Return Approval:** \_\_\_\_\_ **Date:** \_\_\_\_\_