



The Trusted Professionals in Energy-Efficient Lighting™

[www.MillerLightingProducts.com](http://www.MillerLightingProducts.com)

## RETURNS POLICY

### CLAIMS:

All Claims for defective merchandise must be made within 10 days of receipt of the order. No returns will be accepted without prior written permission in which an RGA (Return Goods Authorization) Number will be issued. This RGA Number is valid for 14 days only and must be clearly marked on each carton to be returned. An itemized list of the merchandise and the original invoice number must accompany all returns. **An RGA must be obtained before any Counter Service return is accepted.**

### RETURN POLICY:

Returns of defective, broken or damaged merchandise (please see Claims Above). For all items that have been picked and sent in error, please see Claims above. The return of items shown in our present on-line catalog will only be accepted within 10 days of invoice. Within the 10 day period you must obtain an RGA number in writing. The RGA number is valid for 14 days without exception. Only returns with a valid RGA number(S) clearly marked on the outside of the box will be accepted. Any return not clearly showing the RGA number on the box will be refused and sent back to the sender at their expense. Any return authorization request for a single item that is greater than \$500.00 in value is subject to an overstock review. Management reserves the right to deny any RGA based on the overstock review. **Special Orders are Non-Returnable. Promotional and Specials merchandise is Non-Returnable.** When applicable, we can only exchange defective special order merchandise. Please refer to the Restocking Charge section below for details of charges.

### RESTOCKING CHARGE:

There will be a 25% restocking charge, for all merchandise returned unless the reason for the return was the fault of Miller OEM Supplies, Inc., DBA: Miller Lighting Products. Non-Stock, Special Order, Promotional and Specials items are not subject to return. Currently stocked items must be returned within 14 days. Merchandise will not be accepted for return if it will create an overstock position. See CLAIMS above for details.

### EXPIRATION TIME FOR CREDITS:

**ALL CREDITS ARE GOOD FOR SIX MONTHS FROM THE ISSUE DATE**