



LUXX LIGHTING RMA PROCEDURE

1. Fill in RMA form on LUXX web site. <https://www.luxxlighting.com/rma>
 - Provide the proof a purchase for the defective fixture(s) / unit(s) and upload it to the LUXX web site
 - Provide serial numbers for every fixture(s) / unit(s) that is/are being claimed.
2. Once your claim has been submitted, LUXX will reach out to you and help trouble shoot the problems. Do not send back your fixtures until you have authorization from LUXX.
3. Once LUXX approves the return, Biofloral will be notified about pending RMA claim(s). LUXX will instruct you on how to proceed with the defective units.
4. If you have any questions after receiving your RMA#, you can contact Biofloral's customer service (1-877-384-9376).

*** Please do not send back any defects without having gone through all the appropriate steps. Any units sent to Biofloral without having gone through the proper RMA procedure, will be sent back to you at your cost.**

