



P.L. LIGHT SYSTEMS

THE LIGHTING KNOWLEDGE COMPANY

WARRANTY POLICY

1. End user must return product (along with all relevant components and/or accessories) to retail location where it was purchased, accompanied by proof of purchase.

*Note: If any components/accessories are absent, the product **will not** be covered under the conditions of the warranty.*

2. Retail store to verify that product is still under warranty and that it is in fact defective by:
 - a) Plugging fixture in to see if it lights up
 - b) Inspecting for any obvious signs of misuse
 - c) Testing the fixture with a new lamp
3. If warranty period is still in effect and the product is deemed defective, the retail store will provide a brand new, boxed unit to the end user in exchange for the original, defective unit.
4. Retail store will return defective fixture and components/accessories to wholesaler within 21 days of being returned to the store.

*Note: Fixture and components/accessories must be packaged in appropriate packaging material. Lamp(s) must be individually packaged in a suitable protective material. Any item broken in transit as a result of improper packaging **will not** be covered under the conditions of the warranty.*

5. All fixtures returned to the wholesaler should be assessed by service technician to confirm that fixture is not functioning before contacting P.L. Light Systems to initiate an RCA. Diagnostics should include:
 - a) Plugging fixture in to see if it lights up
 - b) Inspecting for any obvious signs of misuse (damage; exposure to water, etc.)
 - c) Testing the fixture with a new lamp
6. Melted lamp holder clips are not covered under warranty

*Notes: (1) If any components/accessories are absent, the product **will not** be covered under the conditions of the warranty. (2) Fixture and components/accessories must be packaged in appropriate packaging material. Lamp(s) must be individually packaged in a suitable protective material. Any item broken in transit as a result of improper packaging **will not** be covered under the conditions of the warranty.*



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GOOD RETURN PROCEDURE

FIXTURE # M-O

- The customer must return the complete fixture (wire, fixture, bulb and reflector).
- The customer must provide us with the invoice for the sale of the fixture.
- The customer must first have tested the fixture with a functional bulb on the 120V or the 240V.
- The customer must complete the P.L. LIGHT return form and include it with the return box.

IF ALL OF THESE TERMS ARE FOLLOWED, THE RETAILER IS AUTHORIZED TO REPLACE THE DEFECTIVE FIXTURE WITH A NEW FIXTURE.

FIXTURE # S-O

- The customer must provide us with the invoice for the sale of the fixture.
- The customer must first have tested the fixture with a functional bulb on the 120V or the 240V.
- The customer must complete the P.L. LIGHT return form and include it with the return box.

**** PLEASE NOTE THAT THESE FIXTURES ARE ALWAYS REPAIRED AND NOT REPLACED ****

FOR THIS MODEL, IT IS NOT NECESSARY TO INCLUDE ALL COMPONENTS IN THE RETURN BOX BUT ONLY THE FIXTURE.

FIXTURE 347V

- The customer must provide us with the invoice for the sale of the fixture.
- The customer must complete the P.L. LIGHT return form and include it with the return box.

**** PLEASE NOTE THAT THESE FIXTURES ARE ALWAYS REPAIRED AND NOT REPLACED ****

FOR THIS MODEL, IT IS NOT NECESSARY TO INCLUDE ALL COMPONENTS IN THE RETURN BOX BUT ONLY THE FIXTURE.

HPS 1000W DE (Philips, Ushio) Bulbs

- The customer must provide us with the invoice for the sale of the fixture.
- The customer must provide us with the # M-O or S-O of the fixture from which the defective bulb comes.
- The customer must provide us with the approximate number of hours the bulb has been running.

WHEN THE BULB HAS BEEN RETURNED, BIOFLORAL WILL PROCEED WITH P.L. LIGHT CLAIMS PROCEDURE WITH THE DETAILS SUPPLIED BY THE CUSTOMER. AFTER, IF THE BULB IS ACCEPTED UNDER WARRANTY BY THE SUPPLIER, WE WILL RECEIVE AN AUTHORIZATION TO REPLACE IT

**** DO NOT REPLACE BULB WITHOUT RECEIVING BIOFLORAL AUTHORIZATION ****

NOTE THAT IF A # M-O FIXTURE IS RETURNED WITHOUT ALL COMPONENTS, IT WILL BE TREATED AS A # S-O FIXTURE, THAT IS, WILL BE REPAIRED AND NOT REPLACED.



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RETURN MATERIAL AUTHORIZATION FORM (RMA)

Use one form by fixture

DISTRIBUTOR INFORMATION

Contact: _____

Company: Biofloral

RETAILER INFORMATION

Contact: _____

Company: _____

Tel.: _____

FIXTURE INFORMATION

Model: _____

MO#: _____

Date of fabrication: _____

CHECK LIST	RETAILER		DISTRIBUTOR	
	YES	NO	YES	NO
Did the fixture function properly ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has the fixture been tested with a new bulb ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the fixture have signs of damage, abuse of misuse ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the fixture complete with all its components ? (wire, reflector, bulb, fixture)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Problem description: _____

