

Return Merchandise Authorization Policy

Defective materials and components, as defined under warranty terms and conditions, are at the discretion of E-Lite, to be returned to the Factory, or Held for Destruction at an authorized Distributors' facility.

All returned materials must be shipped freight prepaid.

Prior to returning any materials a Return Merchandise Authorization (RMA) must be obtained from E-Lite, and this file number must be attached to any packing lists and prominently displayed on the exterior packaging of the returned materials. Shipments that do not have an RMA will be returned to sender.

Requests for RMA numbers should be emailed to sales@e-lite.com or phoned to 203.371.2070 ext. 10. The E-Lite Sales Order number and item number should be referenced with this request along with a description of the issue or defect.

At E-Lite's discretion, defective materials will be replaced or repaired within 6 weeks of receipt.

An authorized agent of E-Lite will supervise the destruction of any defective product stored at the Distributor's facility. This agent will bear a written authorization to execute this destruction signed by the President of the corporation, a copy of which will be left with the Distributor, to be attached to a detailed inventory of the destroyed product.