

Claim declaration

RMA No.: _____

Dear customer,

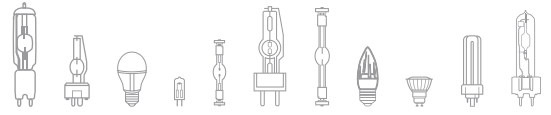
by sending us this claim declaration, you are informing us that the lamps you have received from us are regrettably faulty. In order to assist with speedy handling of your claim, we appreciate some additional details that are necessary for all further steps. Complete information is required by the manufacturer to handle the claim in a timely manner. In addition, the information enables the manufacturer to further improve his production processes and the product quality.

If the manufacturer acknowledges the claim as a manufacturing flaw, we will promptly initiate a replacement delivery.

Please provide the following data per defective lamp:

Number of items <small>1</small>	Manu- facturer <small>2</small>	Type <small>3</small>	Transformer Name <small>4</small>	Burning Hours <small>5</small>	Dimmer Type <small>6</small>	Installation <small>7</small>	Flaw description <small>8</small>

- 1.: Please note the quantity of lamps you wish to object.
- 2.: Please provide the name of the manufacturer, as written on the lamp (i.e. Philips.) Please use the original packaging, as provided by the lamp’s manufacturer; otherwise, the claim can be turned down by the manufacturer.
- 3.: Please provide the type stamped on the lamp (i.e Philips MasterLED MR16 10W).
- 4.: Please provide the name of the transformer you used (i.e Philips Primaline 70W 230-240V 50/60Hz).
- 5.: Please enter the duration of lighting hours that the lamp was in use. If this cannot be gleamed from the device, please enter the estimated number of hours
- 6.: Please provide the type of dimmer with which the lamp was used (i.e. Busch Jaeger 6523U).
- 7.: Please enter the way the lamp was installed (i.e. recessed, inside enclosed luminaires, ...).
- 8.: Please describe the lighting error/ flaw in detail, as you have experienced it (i.e. flickering, exploded, no ignition, broken coil, loose base, broken in transport, etc.).



Disposal instructions: In case the manufacturer refuses the guarantee and warranty, the faulty lamps will be professionally disposed. If you would like to receive a return with freight collect instead, please indicate below.

Professional disposal

Freight collect return

Additional remarks concerning this claim:

As soon as we have received your claim, we will send you a RMA number and the documents to initiate the shipment of the faulty products. Please use the RMA number we will provide you with on all documents pertaining to your claim!

Please do not send us any merchandise without being prompted to do so.

Company: _____ Full Name: _____

Telephone: _____ Email: _____

Date: _____

MULTI-LITE Lichttechnik Handels GmbH
Senefelder-Ring 61 | 21465 Reinbek near Hamburg
www.multi-lite.com

Service department, service@multi-lite.com
Tel. +49 40 66 99 30-27 | Fax +49 40 66 99 30-99

Thank you for your assistance! Your MULTI-LITE team.