

# RMA PROCESS

After selling your first product and it was installed, something went wrong. It's OK--this happens occasionally. We have a process for this too:

**1**  
**NOTIFY  
NORIBACHI**

1. EMAIL OR CALL NORIBACHI
  - OUTLINE THE ISSUE
  - TAKE PHOTOS OF ISSUE
  - NOTE ENVIRONMENTAL CONTEXT/FACTORS
2. REMOTE FAILURE ANALYSIS (conducted over the phone)

*IN MOST CASES, ISSUES CAN BE RESOLVED OVER THE PHONE. IT IS IMPORTANT TO NOTE EVERY DETAIL OF THE ISSUE SO THAT IT CAN BE ACCURATELY DIAGNOSED.*



**2**  
**SUBMIT  
RMA FORM**

1. COMPLETE & PRINT **RETURN MERCHANDISE AUTHORIZATION FORM & RMA LABEL** (next page)
  - MUST INCLUDE A COPY IN & ON EACH BOX SHIPPED



**3**  
**SHIP  
PRODUCT**

1. PACKAGE LIGHT ENGINE OR FIXTURE WITH A LOT OF PADDING
2. INCLUDE RMA FORM IN BOX
3. AFFIX RMA LABEL TO BOX\*
4. SEND TRACKING NUMBER

\*AN RMA **WILL NOT** BE ACCEPTED WITHOUT THIS LABEL.



**4**  
**FAILURE  
ANALYSIS**

1. NORIBACHI ENGINEERS COMPLETE FAILURE ANALYSIS
2. NO PROBLEM FOUND OR SOLUTION GENERATED
3. IF PROBLEM FOUND, THE PRODUCT IS REPAIRED OR REPLACED AND SHIPPED BACK.

*IF THE PROBLEM IS FOUND TO BE WITHIN WARRANTY TERMS, NORIBACHI WILL COVER THE REPAIR OR REPLACEMENT COST OF THE PROBLEMATIC LIGHT. IF IT IS FOUND VOID OF WARRANTY, THE CUSTOMER IS RESPONSIBLE FOR THE COST OF REPAIRING OR REPLACING THE LIGHT.*

MUST BE PLACED IN EACH BOX SHIPPED

NORIBACHI

# RMA FORM

1 Sold By \_\_\_\_\_  
Job Number \_\_\_\_\_ Date of Installation \_\_\_\_\_ Date of Problem \_\_\_\_\_

2 Description of problem  
[Large empty box for description]

Catalog Number of Affected Product \_\_\_\_\_ Quantity of Affected Product(s) \_\_\_\_\_

3 Wet Location  Yes  No Ambient Temperature (F°) \_\_\_\_\_  
Environment  Indoor  Outdoor Exposed  Outdoor Covered

Description of Application  
[Empty box for application description]

Description of Mounting  
[Empty box for mounting description]

4 Shipping Address ATTENTION TO: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Return to **NORIBACHI**  
4928 West Rosecrans Ave  
Hawthorne, CA 90250

MUST BE AFFIXED TO EACH BOX SHIPPED

NORIBACHI

# RMA

