



MHT POE RMA Request # _____

This form must be filled out in its entirety for processing

Please be advised that any custom or non-stocking item will NOT be eligible for a return. MHT will always honor its warranty on any claimed defective as outlined in its [Limited Warranty](#) which is available on our website at www.mhtlighting.com/support

First Name: _____ Last Name: _____

Company: _____ Email: _____

Address: _____

City: _____ State: _____ Zip: _____

Purchase Order No: _____

Product Name/Model #: _____ Qty Purchased: _____ Qty Defective: _____ Date Received: _____

(Please create a separate sheet if there are multiple products to list)

Customer Troubleshooting (Please answer one of the following)			Address/Contact Person Replacement is to be shipped (Please provide Shipping Label)
1	Location of device (outdoor or indoor)?		
2	Was the Node installed on a damp or wet location? (Yes/No)		
3	Did the Node power on when disconnecting the light fixtures from luminaire's ports? (Yes/No)		
4	Did the node work on other port of the PoE Switch? (Yes/No)		
5	Did the Node work when disconnecting the Presence Sensor? (Yes/No)		
6	Did the Node power on when disconnecting the Wall Switch? (Yes/No)		
7	Did you Troubleshoot LED fixture with working fixture to determine light fixture and/or Node is the issue? (Yes/No)		

Reason for RMA Request (Select all that apply and provide details)		
1	Sample return	
2	Wrong product	
3	Defective product	
4	Shipping damage	
5	Bad luminaire port	
6	Node stop working	
7	Dead on arrival/Dead out of box	
8	Wall Switch not working	
9	Presence sensor not responding	
10	Node luminaire not working	
11	Node has no indicator lights on (dead)	
12	Other (please specify)	

I request a Return Merchandise Authorization for the above claimed defective. I hereby acknowledge that if upon diagnostics the product(s) is not found to be an MHT defect, **any invoice generated as a result of this request will be due and payable.**

RMA Requested By:

First Name Last Name Signature Date

Claimed defective(s) must be shipped prepaid to:
MHT Lighting, Inc., 1961 Richmond Terrace, Staten Island, NY 10302 Attn: Returns

MHT OFFICIAL USE ONLY

Approved RMA No: _____ Issued by: _____ Date: _____

Notes: