

MHT POE RMA Request RMA# _____

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.

First Name: _____ Last Name: _____
 Company: _____ Email: _____
 Address: _____
 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 or 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 (specify)	

I request a Return Merchandise Authorization for the above claimed defective product. I acknowledge that if the product is not returned within thirty (30) days of shipment or 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 by customer to:

MHT Technologies, LLC 1961 Richmond Terrace, Staten Island, NY 10302 Attn: Returns

MHT Lighting Official Use Only

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

NOTES: