



## LED Stick Warranty – Damage Claim

**If a light is defective or damaged, please email this form to [sales@ledstick.net](mailto:sales@ledstick.net) with the following information:**

Date: \_\_\_\_\_

1) Name of Customer/Distributor: \_\_\_\_\_

2) Name of person to ship to: \_\_\_\_\_

3) Address: \_\_\_\_\_ City: \_\_\_\_\_ St: \_\_\_\_\_ ZIP: \_\_\_\_\_

4) Model Number: \_\_\_\_\_

5) Number of Replacement Lights Requested: \_\_\_\_\_

6) Manufacture Month/Year (xx-xx on back of light): \_\_\_\_\_

7) Please explain why the unit is not working/damaged: i.e., damaged in shipping, dent, won't light, lit but went out within a \_\_\_\_\_ period of time, light cycles, delayed to come back on, etc.: \_\_\_\_\_

8) Damaged product requires pictures of damaged item and of shipping packaging to be emailed to [sales@ledstick.net](mailto:sales@ledstick.net).

9) Date of purchase: \_\_\_\_\_

10) Number of originally purchased lights: \_\_\_\_\_

11) How were they installed? i.e. two to a troffer, as an 8' unit. If an 8' unit were they daisy chained – end to end? \_\_\_\_\_

12) Is the lighting circuit protected by a TVSS: \_\_\_\_\_

13) Did the failure occur following a lightning strike or power interruption: \_\_\_\_\_

14) Warranty Claims require a photo of back side of luminaire with product label and manufacturing date visible.

LED Stick will send a confirmation that we have received your request and will let you know if the unit or printed circuit board (PCB) will need to be returned. If so, the LED Stick will provide a prepaid UPS return shipping label.

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[www.ledstick.net](http://www.ledstick.net) \* [sales@ledstick.net](mailto:sales@ledstick.net) \* (1-1-19)