

# Defective or Damaged Products

## RMA and Replacement Components Request Form

Submit Completed Forms To: [RMA@bjtake.com](mailto:RMA@bjtake.com)

Please provide the requested information below for any defective or damaged products:

Date:

Name:

Email:

Phone:

Original purchase order number(s):			
Luminaire part number(s):			
Luminaire description (if available):			
How many Damaged or Defective units do you have?	Damaged QTY:	Defective QTY:	
For Damaged products – is the entire luminaire damaged, or just a component that could be replaced? Please explain.	Damaged product explanation:		
For Defective products – is the luminaire off/out, or is it only partially inoperable? Please explain.	Defective product explanation:		
For luminaires that are not repairable:	Which would you prefer? (select one)		
	Please ship replacement items:	Complete section 'a' below	
	or		
	Please return product for credit:	Complete section 'b' below	
Section 'a'	Please confirm the ship to address and any site requests for replacement products:		
Section 'b'	Quantity of luminaires that will be returned:		
	Reason for return rather than replacement:		

Photos that show damaged or defective products can often help to determine the cause of failure or provide proof of items that may have been damaged during transit. Please upload any supporting photos that you feel could be helpful when processing your request.

You can attach up to four photos on the following page





220 Ramsey Drive, Dunnville, ON, N1A 0A7  
P: 905-774-5988 | F: 905-774-3439

Click on the image icons to select your photos and attach them directly to this form.