

RETURN POLICY

All product returns must be approved in advance, and be accompanied by an RMA # issued by Premise LED Inc.

If you have product that you wish to return that is not subject to a warranty claim, the following requirements must be met:

- Product must have been purchased within the last 45 days
- Product must be in its original packaging with all parts and documents included
- Product must be in good working order

To initiate a return, obtain a copy of the PREMISE RMA Form, either by calling/faxing out office or downloading it online.

[DOWNLOAD RMA FORM](#)

To complete the form, you will require the following information:

- Part #
- Quantity
- Original PO/Invoice # that is was purchased on
- Date code from product
- Reason for return

Submit the form to PREMISE and we will review it. If accepted, we will issue an RMA # and you may return the product within 30 days.

NOTE:

- All returns are subject to a 20% re-stocking charge.
- Returns of used, discontinued, damaged, un-packaged, or defaced products will not be accepted.
- Products purchased at promotional prices are not eligible for return.
- Non-stock and special order products are not eligible for return.

*Subject to change without notice.

