

Step 1: Print and Fill out the form.

Step 2: Email a copy of the completed form to us at info@solarlight.com.

Step 3: Place a hard copy in the box with the equipment.

Step 4: Always remove the lamp from Solar Simulators and ship them individually well packed.

Step 5: Ship well packed and fully insured to us:
100 East Glenside Avenue, Glenside, PA USA 19038
(This is our Return Process – No RMA Number is Required)

CONTACT INFORMATION

Name: _____ Date: _____

Company: _____

Street Address: _____ State: _____

City: _____ Zip: _____

Country: _____

Telephone: _____ Fax: _____

Email: _____

PAYMENT INFORMATION

Credit Card Type: MasterCard Visa Amex Discover

Credit Card #: _____ Expiration: _____ CVV: _____

Billing Zip/Postal Code for Card: _____ PO #: _____

If you would like SLC to call you with a cost estimate before beginning repairs, please check here

NOTE: An Evaluation Fee of \$75.00 will be charged if a repair is declined.

RETURNS

List the items and serial numbers being returned:

1. Description: _____ Model #: _____ Serial #: _____

Service Requested: Repair Calibration Repair & Cal.

If repair, please describe problem: _____

COMMENTS

FOR US SHIPMENTS:

Ship prepaid via UPS or FedEx, fully insured to:
Solar Light Company, Inc.
100 East Glenside Avenue, Glenside, PA. 19038 USA

Label as the following:

- Attn: Repair Service

FOR INTERNATIONAL SHIPMENTS:

- 1) Please use ICH code # 9801100000 for our instruments
- 2) Clearly mark package "USA GOODS: Customs Duty Free Tariff Number 9801 10 0000, being sent to manufacturer for repair and/or calibration."
- 3) Please contact your customs broker and advise us if you have another ICH code # for us to use for the return shipment back to you.