

LLYSS RMA Form – Return Material Authorization Procedure

It is possible to return goods in one of the following situations:

- Defective product within the guarantee period
- Defective product outside the guarantee period
- Wrongly ordered items
- Wrongly delivered items
- Wrongly ordered quantity
- Wrongly delivered quantity

If your situation matches one of the above criteria, and provided that you purchased the items in question directly from us, you can return a LLYSS product by following the next steps:

1. Download a blank RMA form on www.llyssledlights.com (see FAQ returns) or request for one by sending a mail to sales@tronixlighting.com
2. Fill out the RMA form in a complete manner. **Nb:** Please note that an RMA form can only be processed if all below fields (marked in red borders) contain all necessary information.



RMA nummer / RMA number	Uw referentie / Your Reference	Bedrijfsnaam / Company Name	Contactpersoon / Contact person	Telefoonnummer / Phone number	E-mailadres / E-mail address	Verzenddatum / Shipping date
<p>G = Garantie : R = Reparatie C = Credit / G = Guarantee : R = Repair C = Credit</p>						
Item nr.	G / R	Artikel omschrijving / Article Description	Order Code	Aantal / Quantity	Factuurnr. / Invoice #	Omschrijving (defect) / Description (failure)
1						
2						
3						
4						
5						

3. Please send the completely filled out RMA form to info@llyssledlights.com
In reply to this mail you will shortly receive an RMA number; you will find this number in below field (marked with a blue border)



RMA nummer / RMA number	Uw referentie / Your Reference	Bedrijfsnaam / Company Name	Contactpersoon / Contact person	Telefoonnummer / Phone number	E-mailadres / E-mail address	Verzenddatum / Shipping date
<p>G = Garantie : R = Reparatie C = Credit / G = Guarantee : R = Repair C = Credit</p>						
Item nr.	G / R	Artikel omschrijving / Article Description	Order Code	Aantal / Quantity	Factuurnr. / Invoice #	Omschrijving (defect) / Description (failure)
1						

4. Now you can return the goods together with the complete RMA form and send it to below address. **Nb:** Please make sure to include the RMA form in the box or attach it in a visible manner to the outside of the box.

IMPORTANT: PLEASE MAKE SURE TO PUT THE RMA NUMBER IN CLEAR SIGHT ON THE OUTSIDE OF THE BOX. **WITHOUT A CLEARLY VISIBLE RMA NUMBER ON THE RETURN PACKAGE, IT WILL NOT BE ACCEPTED BY US AND RETURNED TO SENDER.**

Return address:

LLYSS ledlights – T.a.o. Afdeling Retouren – Vluchtoord 41 – 5406 XP UDEN – The Netherlands

Return handling:

We will first perform a product check. Only then LLYSS will decide if the returned items will apply for official return. **Nb: To filling out the RMA form no legal rights can be derived. Our general terms and conditions will remain effective at all times.**