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## RETURN POLICY

### GENERAL RETURN POLICY

All returns require Return Material Authorization (RMA). Returns of any type will not be accepted without a RMA. Contact your accounts manager at 800-826-6236 or [sales@greenlitecable.com](mailto:sales@greenlitecable.com).

The client is responsible for shipping charges on returned items and all risk of loss. Greenlite recommends that all shipments have full insurance coverage and use a carrier that can provide proof of delivery. If the original box is not suitable for shipping, the client is responsible for repacking the product to avoid damage to the original packaging and the product itself.

Greenlite will provide prepaid shipping labels or credit client's one-way shipping charges for returns that are caused by Greenlite error or product defect.

All approved RMAs should be shipped to our South El Monte warehouse unless otherwise instructed.

### PERMISSIBLE TIMEFRAME FOR RETURNS

Greenlite provides a ninety (90) day return policy. All requests for a RMA must be made within ninety (90) days from the invoice date. Merchandise must be received within ten (10) days of RMA issuance. The product must be returned to Greenlite within this timeframe.

### DEFECTIVE PRODUCT RETURNS

Defective products under warranty will be considered for replacement or credit at Greenlite's discretion. Products returned as defective may be tested for quality control purposes. Products found not defective may be assessed a restocking fee or returned to the client at the client's expense.

### NON-DEFECTIVE RETURNS

Non-defective returns are accepted for credit or exchange at Greenlite's discretion. Returned merchandise must be unused and in its original packaging. Non-defective returns may be subject to a fifteen percent (15%) restocking fee to be determined by Greenlite. The client should discuss the possibility of restocking fees being assessed with their accounts manager.

### DAMAGED PRODUCTS

If shipment arrives with damage that is visible or likely to have affected the contents of the boxes, refuse delivery of the shipment due to damage by the carrier and notify your accounts manager. The carrier will be responsible for returning it to Greenlite. The client must note the reason for refusal on the carrier's 'attempted delivery' record. If the damaged shipment is accepted, the recipient must note all known and visible damage on the carrier's 'delivery record' in order for Greenlite to file a damage claim. The recipient must save the product and all the packaging it arrived in and notify Greenlite immediately so a carrier inspection and pickup can be arranged. Failure to follow these instructions or to report damage within 24 hours from delivery date will result in the damage claim being denied.