

RETURNED GOODS POLICY

New material may be returned to Lutron only with prior written authorization from Customer Service (upon request from your Lutron Representative). Upon authorization, a Return Good Authorization (RGA) form will be issued to the customer based on the following terms and conditions:

1. Product must be new and unopened and in the original carton. Any product received opened or used, is subject to return or no credit issued.
2. Products must still be within our standard warranty. Out-of-date products are subject to return or no credit issued.
3. Goods returned are only for those products previously authorized and written on the RGA form. Any unauthorized returned products are subject to return or no credit issued.
4. A minimum of 25% restocking charge will apply to any approved RGA products.
5. All freight and duties on returned goods are the responsibility of the customer. All returned goods are shipped to:

Lutron
Attn: RETURN GOODS DEPARTMENT
8240 Spring Creek Road
Alburtis, PA 18011.

An RGA# must be referenced on all outside cartons and packing list.