

# Light Emission Technology Inc.

## Return Policy

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### **Return Policy Overview**

All order cancellations and returns of merchandise will only be accepted with prior approval from a LET representative and a Return Merchandise Authorization number (RMA #). To begin the return process, please complete the RMA Request Form, including all required fields and a full description for any return to be considered. Upon approval, a unique RMA # will be issued via the e-mail address or fax # provided on your RMA Request Form. Once the RMA # has been issued, the merchandise must then be returned within 30 calendar days at the purchaser's expense. Upon inspection, if the merchandise is deemed warranted the returned shipment cost will be at LET's expense. In special situations, total shipping cost will be at LET's expense; only with prior approval from a LET management.

### **Defective Merchandise**

Items that are discovered to be defective will be replaced within our 3-year warranty term. Upon inspection, if your item is found to be defective, the item will be repaired or replaced at LET's expense. If the item is inspected and found to be in working condition and or defective due to negligence (refer to Product Warranty document) the item will either be returned to the purchaser or repaired at purchaser's expense, return shipping will be at LET's expense.

### **Damage Claims**

All packaging and items are carefully inspected prior to shipment. If your merchandise is damaged during shipment by the shipping courier, please contact LET within 7 calendar days of delivery to initiate a RMA/damage claim. New items will not be sent out to replace damaged merchandise until received and inspected by a LET technician. Once the return is confirmed damaged, a replacement will be shipped out.

### **Advanced/Quick Replacements (For Defective Merchandise & Damage Claims)**

If a new replacement item is needed immediately, the purchaser must request for an advanced replacement on the RMA Request Form. Please be aware that advanced replacement items will be charged to the purchaser's account and the RMA Request Form will act as the purchaser's replacement purchase order. If the request is approved by LET then an RMA # will be issued via the e-mail address or fax # provided on your RMA Request Form. This RMA # will also act as the new purchase order #. After the request is approved, the purchaser must ship back defective product to LET within 30 days. Upon inspection, if your item is found to be defective and within warranty, product will be serviced and either shipped back to purchaser or held as purchaser's inventory.

### **Merchandise Acceptance**

Should merchandise not meet the agreed specifications, the purchaser must notify LET, in writing, within 7 calendar days of the items being delivered. Otherwise, merchandise shall be deemed accepted by the purchaser.