FIXTURE WARRANTY CLAIM

Claims must be submitted within the product's warranty period. Have your invoice, PO, or order confirmation available. Consult your product documentation for specific terms and conditions.

1 – CLAIMANT INFORMATION

Company / Organization

Contact Name

Email Address

Phone Number

Ship-To Address (for replacement shipment)

2 – PURCHASE INFORMATION

Original PO

Purchase Date

Purchased From

Installation Date

Failure / Defect Date

Est. Hours in Service (per Day)

3 – PRODUCT IDENTIFICATION

Product Code / Model Number

Qty Affected

Location / Project Name

4 – FAILURE DESCRIPTION

Failure Type

No Output - Unit does not illuminate

Describe Failure in Detail

Operating Environment

Interior unconditioned

Present at Installation

- ☐ Third Party Dimmer
- ☐ Non-Standard Voltage
- ☐ Modifications Made
- ☐ Generator / UPS Power
- ☐ Power Surge / Event
- ☐ Controls (Occupancy, Bluetooth, etc.)

4 – RESOLUTION

Preferred Action upon Claim Confirmation

Technical Review / Troubleshoot

By submitting this form, I certify that the information provided is accurate and complete to the best of my knowledge. I confirm that the product was installed and operated in accordance with manufacturer instructions and all applicable electrical codes.

Printed Name

Title / Role

Signature

Date

Submit by email to warranty@earthtronics.com