

# Product Return Authorization

*Please complete this form before returning any merchandise. You will be contacted with instructions on how to return the merchandise. Please complete the entire customer information section to prevent delays in processing the return.*

## Customer Information (Ship to address for replacement product)

Customer Name	Contact Name	Date
Address		
City	State	Zip Code
Phone	Email	

## Dealer Information (if any)

Dealer Name	Dealer Contact
Phone	Email

## Product Information

Original Invoice#	Original Order#	Original Order Date
Qty	Item Code	Description
Reason for Return		
Ballast/Bulb Combination	Input Voltage	
<input type="checkbox"/> Electronic <input type="checkbox"/> Magnetic	If electronic, is the electrical line conditioned? <input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Attached <input type="checkbox"/> Remote	If remote, what is the distance between the ballast and bulb?	

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Thank you for contacting PARsource regarding a possible defective product return

The following is an overview of the return process

- The attached RA request form is completed and returned to PARsource customer service
- If the product is under warranty, a new replacement sales order will be created
  - The original Bill To Customer will be listed as the Bill To customer and will be invoiced for the product
  - The Original Ship To customer will be listed as the Ship To customer
  - PARsource reserves the right to ship new or refurbished products
- A sales order confirmation will be sent to the Bill To customer. The order will not be processed until a signed confirmation is returned to PARsource for processing
  - If the Bill To customer is a Prepay customer, payment must be received before the order can be processed
- Once the sales order is processed, a call tag will be sent to the Ship To customer
  - Please make sure the Ship To contact name, phone number and email address is completed on the RA request form to ensure that the call tag can be sent with no issues
- The Ship To customer will box and ship back the product to PARsource for evaluation
- Once the returned product is received by PARsource, it will be tested by a technician
- If the product is tested defective, the Bill To customer will be credited for the replacement sales order

**It is recommended that the customer performs simple diagnosis to ensure that the product is in non-working condition. See helpful diagnosis tips below.**

## **If requesting a bulb replacement.**

- Some bulbs require a 12-hour “burn-in” period in order to ignite consistently  
Please make sure you have tried to “burn-in” bulbs before returning
- Please make sure you are using a certified compatible bulb with your specific ballast
- Try replacing a known working bulb (not a new bulb but a known working bulb) in the ballast or place the non-working bulb in a known working ballast

## **If requesting a ballast replacement**

- **IMPORTANT:** When removing a bulb, make sure that the power is disconnected to the ballast  
Failure to do so may damage the ballast and give a false diagnosis
- Test the ballast with a known working bulb (not a new bulb but a known working bulb)
- Make sure power is supplied to the ballast once the bulb is placed in the ballast
- Allow time for the ballast to restrike a couple of times (up to 10 minutes)

## **For fastest possible service**

- Please verify if all products are under warranty
- Test all products prior to submitting the return request form or requesting replacement
- Provide the original invoice number if possible
- Fill out the return request form as complete as possible

Send your request to [csr@parsource.com](mailto:csr@parsource.com) or submit to:  
PARsource sales  
2249 S. McDowell Ext  
Petaluma, CA 94954  
Phone: 877.610.1600 Fax: 877.262.6050