

NICOR RETURN POLICY

NICOR is committed to excellence in customer service. We strive to provide our customers with simple solutions for everyday issues. In that commitment, our Online Return Request Form was created with you in mind. Go to www.nicorlighting.com/support/rga to submit your request. When successfully completing your request, you will receive an email confirmation and the details for your return.

Information You Will Be Asked To Provide

- Your company name, address, phone number, and account number
- A contact name and email address
- The NICOR part number of the product you want to return
- NICOR invoice number or your p.o. number for the item purchased. Invoices cannot be more than 1 year old.
- A detailed reason for the return request

Returnable Items

- Undamaged, unaltered NICOR products, in their original packaging. A 35% restocking fee may be assessed for non-defective product returns.
- Products shipped by NICOR in error. Nicor must be notified if an incorrect item is received within five (5) business days of delivery. No credit and/or a restocking fee may be assessed on returns not meeting this time frame.
- Defective product. All defective product returns are verified and tested by NICOR. Be specific about the problem when returning defectives. Use the comment field on the submittal form to provide further details.

Non-Returnable Items

- Unauthorized product returns. Unauthorized returns will be refused upon delivery to NICOR or, if accepted, may be subject to a \$50 processing fee. No credit will be issued for returned product that is not listed on the RGA.
- Freight damaged product. NICOR ships fob manufacturer. The customer must note all damaged/missing items on the delivery receipt at the time of delivery in order to file a freight claim with the carrier.
- Product that is missing parts or pieces. All components, instructions, hardware, manuals, etc., must be included with your return.
- Repackaged goods, unlabeled boxes, or packaging that is marked up.
- Product distributed as free goods, free samples, or for a promotional purpose.
- Previously installed product and used product.

What to Expect

- Return shipping instructions will be included on the RGA. Follow these instructions. Reimbursement for shipping costs incurred outside of the instructions on the RGA will not be granted.
- Proof of return is the customer's responsibility. Make sure you save your return tracking information.
- Once you receive your RGA it is valid for 30 days. Receiving a RGA does not guarantee credit.
- The total quantity returned is based on NICOR's count at the time of receipt.
- Field destroyed product that is destroyed without NICOR's authorization is not eligible for credit.
- NICOR will issue a credit memo onto your account for all valid product returns.