



Date Received _____

WARRANTY CLAIM FORM

Our goal is to provide customers with the best possible service. Please provide all the information requested below. The completed form aids in this process. Please fax the completed form to

Attn: Warranty Department, **FAX: 877-388-2420** or email us at Warranty@robertsonww.com

*****WARRANTY CLAIMS WILL NOT BE PROCESSED WITHOUT DATE/LOT CODE INFORMATION*****

Job Site:

Customer Contact Name: Name: Phone:
 Phone/FAX: FAX:

Product Ship To Address:
 City, ST Zip:

PRODUCT INFORMATION

Total Qty. of Units	<input style="width: 100%; height: 40px;" type="text"/>	Qty of Defective Units	<input style="width: 100%; height: 40px;" type="text"/>	*Lot/Date Code Number	<input style="width: 100%; height: 40px;" type="text"/>
					<i>See Note Below</i>
Robertson Catalog Number	<input style="width: 100%; height: 60px;" type="text"/>	Version <small>(How leads exit ballast) both ends, one end, bottom, bottom w/studs</small>	<input style="width: 100%; height: 60px;" type="text"/>	Describe Problem	<input style="width: 100%; height: 25px;" type="text"/>
				Voltage Used	<input style="width: 100%; height: 25px;" type="text"/>
Fixture Manufacturer	<input style="width: 100%; height: 30px;" type="text"/>	Date of Fixture Installation	<input style="width: 100%; height: 30px;" type="text"/>	Lamp Type	<input style="width: 100%; height: 30px;" type="text"/>

** Note: Robertson places a Lot/Date code label on each unit shipped from the factory. This is a label (looks like a price tag) with two rows of numbers, usually. Please record all the numbers listed on the label in the Lot/Date Code Box above.*

*** Before shipment of replacement product, any additional costs must be pre-approved by Robertson Worldwide. For any questions on this procedure, please contact the Warranty Department at 800-323-5633, dial 5 or email us at warranty@robertsonww.com*

This Confirmation will be faxed back to you - Provide a Fax Number _____

TO BE COMPLETED BY THE WARRANTY DEPARTMENT

Date: _____ Warranty Claim # Sales Order #

Your warranty replacements will ship on _____. Warranty replacements ship via Fed Ex ground from Blue Island, IL.

Return defective units to Robertson. Please use RGA # _____. Fed Ex return labels will be provided with your warranty replacement shipment.

Please scrap your defective units.

Sender: _____