

RMA REQUEST FORM

Welcome to Lighthouse Thailand service Authorization request Form. The following step by step process will provide you with a return material Authorization number.

This RMA Number can be used to reference the progress of service of your unit. Please reference this RMA Number when contacting us. We Cannot accept material being without a RMA number.

Please complete the form as following:

RMA Number :																																			
<p>1. Requester Information</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 20%;">RMA request Date</td><td></td></tr> <tr><td>Contact Name</td><td></td></tr> <tr><td>Company Name</td><td></td></tr> <tr><td>Return To Address</td><td></td></tr> <tr><td>City</td><td></td></tr> <tr><td>State / Province</td><td></td></tr> <tr><td>Zip Code</td><td></td></tr> <tr><td>Country</td><td></td></tr> <tr><td>Phone #</td><td></td></tr> <tr><td>Email Address</td><td></td></tr> </table>	RMA request Date		Contact Name		Company Name		Return To Address		City		State / Province		Zip Code		Country		Phone #		Email Address		<p>Return Shipping Method</p> <p><input type="checkbox"/> Federal Express Account No: _____</p> <p><input type="checkbox"/> UPS Account No: _____</p> <p><input type="checkbox"/> TNT Account No: _____</p> <p><input type="checkbox"/> DHL Account No: _____</p> <p>Return Shipping Type</p> <p><input type="checkbox"/> Economy</p> <p><input type="checkbox"/> Express / Priority</p>														
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3. RMA Status (This portion is for Lighthouse Worldwide Solutions Ltd.)																																			
<p><input type="checkbox"/> RMA Approved</p> <p><input type="checkbox"/> RMA Not Approved</p>																																			

Upon RMA has Approved, Please proceed shipment process as following “ Shipment Instructions”

RMA Contact Person : Ms.Lalana Khosol

Shipping Address : Lighthouse Worldwide Solutions Ltd.

99/100 Moo.6 , T.Klongsi , A.Klongluang , Pathumthaini 12120

RMA Shipping Instructions

To prevent customs clearance delay , your goods being seized, customs fines and penalties ,
Please be attention on Shipping Instructions as following:-

1. Write the RMA# on the outside of each shipping box.
2. Print and include a copy of this RMA Request form with each package that you ship.
3. Please include the RMA# on your packing list.
4. Declaration price on Commercial Invoice is **USD 1,000**.
5. Please always put the reason of export on your Invoice & Packing List
6. Identify the country of origin of the goods being shipped
7. If you are shipping a SOLAIR particle counter, remove the battery and **DO NOT SHIP THE BATTERY**.
8. Ship each unit in its original shipping foam and container or wrap each unit in bubble-wrap and surround the unit(s) with bubble- wrap in the shipping box, to protect against damage during shipping.
9. Identify “Temporary export for 60 days ” on your Invoice and Packing list.
10. **PROVIDE SHIPPING DOCS AND AIR WAYBILL (AWB)** after booking completed to thanchanok@golighthouse.com ,
salesth@golighthouse.com , accounth@golighthouse.com for prepare Pre – Import.

Please strictly follow the instructions as above, otherwise the responsibility of each charge that may occur will be entirely the responsibility of Shipper.

If you have any questions or problems, Please contact us by Email :
Serviceth@golighthouse.com or Call (+662) 147 5188 or (+6698) 284 2958

Thank you for your cooperation.