**DEALER RETURN POLICY**

**STANDARD DEFECTIVE RETURN (CREDIT):**

• BMC Lights, LLC (BMC Lights) is a credit-based company for defective returns and will issue credit to the

Dealers account for approved defective returns.

• All returns must have a valid Return Authorization #. One can be obtained by calling 770-605-2420 or submit an email request to (info@bmclights.com) with your contact info and the list of defective items to receive a Return Authorization #. (RA #’s are valid for 30 days from date issued)

• Warranty Terms for products are VOID for any of the following but not limited to,
 Product is out of warranty period of 12 months from date of retail purchase, must include retail receipt of sale

 Damage is caused by improper installation.

 Product has been modified against manufacturers recommendation.
 Returned in untestable condition.

 Obvious signs of customer abuse, weather related damage or rust

**\*\*At no time are the lights themselves covered by BMC, we are not the lighting company, all light warranties are at the discretion of the light manufacturer, any concerns must be directed at them.**

• Once Dealer receives the RA # and shipping instructions they can then ship in the defective
product with the RA # written on the outside of the box to the address below, (Dealer is
responsible for shipping cost for the return of defective items)

BMC Lights LLC

ATTN: RETURNS DEPARTMENT

17378 Emerald Chase Dr.

Tampa, FL 33647

• Once qualified product is received, we will test and issue credit to the account for defective
products received. (typical processing times are 3-4 weeks from date received)

• For replacement product, if required Dealer simply places a new PO when required.
(Recommended to order replacements prior to sending in defective components for credit so

Dealer only has to remove product from the vehicle one time for the swap not twice and the
credit for the defectives will remain on the account for future purchases once sent in and
processed). BMC Lights does not automatically ship replacement product and reserves the right to inspect and repair any issues before a replacement will be authorized. If the product is unrepairable a credit can be issued for a replacement.

• If discrepancies are found during processing, the Dealer will be notified of the discrepancy and
will have 7 days to approve or dispute the discrepancy, or the return will be processed as
received.

• If Non-BMC Lights items are found, the Dealer will be informed as well and asked to either
provide a return label to have the product returned to them or we can field destroy the product

and dispose of it with no credit.

• Any discrepancies with final credit memo must be addressed within 30 days of credit memo

being issued.

**BMC Lights LLC**

**(770) 605-2420**

**INFO@BMCLIGHTS.COM**

[**WWW.BMCLIGHTS.COM**](http://WWW.BMCLIGHTS.COM)

**NEW PRODUCT RETURN:**

• If preapproved BMC Lightswill accept back New/Unused items for credit back to the

account they were originally purchased under minus a 15% restocking fee.

• These types of requests must be submitted to (info@bmclights.com) for approval.

(cannot use online portal)

• The products being returned must be in original packaging and have no signs of installation or

being opened or handled.

**DOA ADVANCED EXCHANGE:**

• To be deemed a Dead-On-Arrival the product must meet the following criteria, product must be
installed by a qualified shop, vehicle must not have left the install bay, and installer must get this

approved thru our Returns Department to make sure the product is defective and not requiring interface components to work in the application desired.

• Once approved Dealer will send an email (info@bmclights.com) containing Dealer’s contact info along with the part # approved for DOA swap to obtain a Return Authorization #.

• BMC Lights will then enter an invoice on the Dealers account for the product and enter a credit line to show a balance of $1.00 left open on the invoice for tracking purposes (not to be paid by Dealer).

• BMC Lights will also include a return label with the DOA replacement product to send back the defective units.

• If defective units are not returned to BMC Lights within 30 Days of replacements being shipped the Advanced Exchange invoice will be modified to remove the credit line and the Dealer will be responsible for the cost of the product shipped for the exchange.

• Once product is received back BMC Lights will test product received and void out the invoice for

the Advanced Exchange closing out the transaction.

**MISS-PICK ADVANCED EXCHANGE**

• To be deemed a Miss-Pick the Dealer must first contact us (info@bmclights.com, 770-605-2420) to verify that the item is a miss-pick on the associated invoice/PO.

• Once approved the Dealer will receive an email with the RA # associated with the exchange for

their records.

• BMC Lights will then enter an invoice for the product and enter a credit line to show a

balance of $1.00 left open on the invoice for tracking purposes (not to be paid by Dealer).

• BMC Lights will also include a return label with the Miss-Pick replacement product to

send back the incorrect units.

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• If Miss-Picked units are not returned to BMC Lights within 30 Days of replacements

being shipped the Advanced Exchange invoice will be modified to remove the credit line and the

Dealer will be responsible for the cost of the product shipped for the exchange.

• Once product is received back BMC Lights will inspect product received and void out the invoice

for the Advanced Exchange closing out the transaction.

**STOCK ADJUSTMENTS**:

• As a direct Dealer you are allotted (1) Stock Adjustment per fiscal year.

• Stock adjustments are used to lift New product that have not had successful sales in the Dealers

market area.

• Stock Adjustments are based on a 2 for 1 system meaning that the Dealer must submit an offset

PO for twice the amount of the product being returned before approval.

• Stock Adjustments requests must be emailed to info@bmclights.com for approval (cannot

use online portal). These requests need to contain two lists. List #1 needs to be a list of
products being returned with $ values. List #2 is going to be the 2 for 1 offset PO list with $
values.

• Once these lists are received, they will be submitted for approval.

• As soon as the Stock Adjustment is approved the Dealer will receive an email containing an RA #

with shipping instruction to send in the new product for credit to their account. BMC Lights
will then get the offset PO going for you.

• When received, the returned product will be inspected, and credit will be issued for New Items
received.

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