

## Self-Luminous Sign Return Policy

### Option One

#### Return with Replacement

##### Self-Luminous → Self-Luminous

If new Evenlite self-luminous EXIT signs are purchased, we will accept any expired or unwanted signs, regardless of manufacturer, for a return fee of \$60.00 per sign face. This is a one for one exchange i.e. with 10 new single sided signs ordered you may return 10 unwanted single sided signs. Self-luminous signs must be returned to our Canadian facility, & there will be a \$50 customs clearance fee associated with each shipment. Expired signs must be returned within 90 calendar days of new purchase ship date.

### Option Two

#### Replacement

##### Self-Luminous → Electrical (LED)

##### Or Self Luminous → Photoluminescent

Evenlite will accept any self-luminous EXIT sign, regardless of manufacturer, with a corresponding replacement order for Evenlite LED or Photoluminescent EXIT signs. The return fee will be reduced to \$75.00 per sign face. There will also be a \$50 customs clearance fee associated with each shipment. Our full line of EXIT signs can be found at: [www.evenlite.com/products](http://www.evenlite.com/products).

### Option Three

#### Return Only

Evenlite will accept any self-luminous EXIT signs for return, regardless of manufacturer, for the prepaid fee of \$85 per sign face. Self-luminous signs must be returned to our Canadian facility & there will also be a \$50 customs clearance fee associated with each shipment. Shipment of expired signs must be received within 90 days of issued RMA.

Please contact Evenlite customer service to arrange for your signs transfer at:

#800-872-0879 (p)  
#215-244-4208 (f)  
[mail@evenlite.com](mailto:mail@evenlite.com)

*Note: A Return Authorization Number (RMA#) is required for all returns. When ordering replacement signs, terms are NET 30 for established customers. We also accept:*

