

Return Merchandise Procedure

When returning merchandise, we would kindly ask you to follow these shipping instructions (unless you are advised otherwise in writing by us). This process is intended to expedite any return of merchandise for your benefit and ours. In addition to tracking the RMA, it also ensures that the process is handling efficiently by one of our RMA Fulfillment professionals. Please note that any deviation from these instructions may result in additional handling and shipping charges. Any such charges will be deducted directly from the credit note.

- Print a copy of the RMA Return Form.
- Obtain an RMA number from any customer service representatives (CSRs) to initiate the process. At that time, we will take your full details. We may ask you to send us images of the merchandise via e-mail.
- Please allow us 48 hours to give you authorization in writing to return any merchandise to us. We reserve the right at our sole discretion to determine the most appropriate course of action.
- Clearly mark the RMA number on the outside of the package.
- Ship the goods directly to our facility. Our RMA Return Form includes a shipping label that you can affix to the package.
- Prepay the shipment. You must return the goods to us on a prepaid basis. If we instruct you to ship to us as freight collect, we will bill you for these freight charges.
- All goods must be in the original packaging (if applicable). They must be new in re-sellable condition.
- If you have ordered the merchandise in error, you will be expected to pay all outgoing and return freight costs.
- If we have shipped the goods in error, we will include a credit for return freight. We will also accept responsibility for paying the freight charges for the replacement parts.
- Please allow 5 to 7 business days to process your claim.