

CUSTOMER RETURN FORM

RMA Number: _____
Include this completed form inside the return package.

Order Number: _____
Ship to the address provided with your RMA.

Return Policy Summary

- **RMA required:** Returns must have a Return Merchandise Authorization number or they cannot be processed.
- **Return window:** Request within 30 days of purchase; ship within 14 days after RMA issuance.
- **Packaging:** Items must be complete, unmodified, and in original, unopened, unmarked packaging.
- **Non-returnable:** Electronics, installed, altered, painted, disassembled, or modified items are non-returnable.
- **Refunds:** Refunds are issued to the original payment method within 5 business days after receipt.
- **Shipping costs:** Original and return shipping are non-refundable unless the return is due to our error.
- **Free-shipping orders:** Original shipping cost will be deducted from the refund.
- **Late returns:** After 30 days, eligible unused items may be accepted with a 15% restocking fee.
- **Warranty claims:** Eligible warranty items will be repaired or exchanged.

Before You Ship

1. Confirm the item is eligible for return.
2. Write your RMA number and order number above.
3. List each returned item, quantity, and reason code below.
4. Pack the item carefully. Use the original box when possible, or a strong corrugated box with enough packing material to prevent movement.
5. Choose a carrier, prepay postage, and insure the package for the item value. C.O.D. returns will be refused.
6. Damaged or lost return shipments are the customer's responsibility. File carrier claims directly with the carrier.
7. For lower-cost shipping, USPS Ground Advantage or Priority Mail is often suitable for packages 3 lb and under.

Return Reason Codes

- | | | |
|--|---|--|
| 12 - Warranty exchange/repair | 14 - Incorrect part ordered | 18 - Changed mind |
| 20 - No longer needed | 23 - Duplicate shipment | 24 - Didn't like - details required |
| 25 - Website description inaccurate - details required | 26 - Item not ordered | 27 - Wrong item shipped - details required |
| 28 - Core return | 30 - Extra item received - no refund needed | |

Items Being Returned

 Use the reason codes above. Add details in the notes section when requested.

Reason Code	Item Number	Qty	Description

Action Requested: Refund Exchange Store credit Warranty replacement Core refund
Circle one, or write specific instructions.

Additional Information / Details

 Use the back of this page if more space is needed.

Return packages must be shipped prepaid.
Place this form inside the package before sealing.