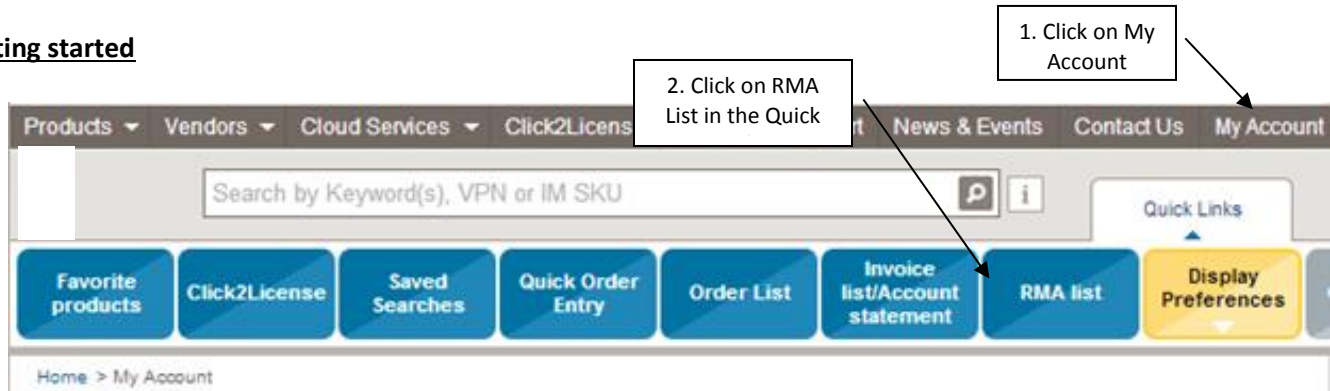


Customer Service Tools Quick Start

The RMA/Claims menu allows users to quickly and efficiently initiate a claim or request a return of merchandise.

Getting started



Returns

Before you return product, you need to request a Return Merchandise Authorization (RMA). A separate RMA number is required for each return condition. Select an option below to obtain an RMA, check the status of a return or claim, or review the return policy for your account.

verify compliance

Check return requirements before submitting your RMA request.
[▶ verify compliance](#)

request RMA

To return an item, request an RMA by completing our online form.
[▶ request rma](#)

check status

View the status of previously submitted returns or credits.
[▶ check RMA or claim status](#)

view history

View invoice and credit memo history by SKU.
[▶ view history by SKU](#)

request claim

For claims : shortages, lost ships, pricing discrepancies, etc. when product is not returning, please complete our on line form.
[▶ request claim](#)

This is where you check return requirements to see if an RMA is possible before submitting your RMA request.

This is where you view the status of previously submitted returns or credits.

This is where you view invoice and credit memo history by SKU.

You can also view what the Returns Policies are on this page: *How to get an RMA, return standards, contact information, warehouse addresses, information on over goods and will calls.*

Now you can choose what you need to do:

- Verify Compliance - Check return requirements before submitting your RMA request.
- Request RMA - To return an item, request an RMA by completing our online form.
- Check Status - View the status of previously submitted returns or credits.
- View History - View invoice and credit memo history by SKU.
- Request Claim - For claims of shortages, lost ships, pricing discrepancies, etc. when product is not returning, please complete our on line form.