

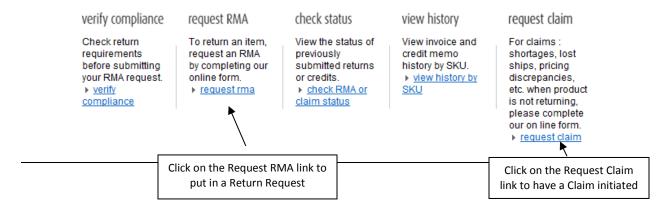
RMA & Claims Menu Quick Start

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

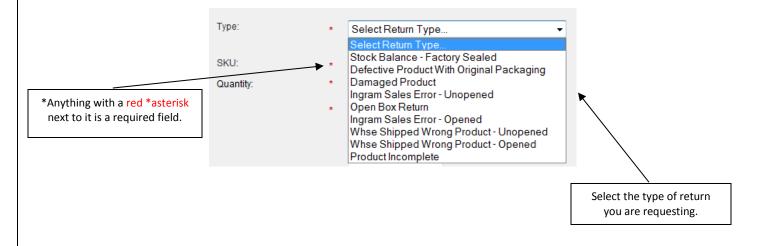


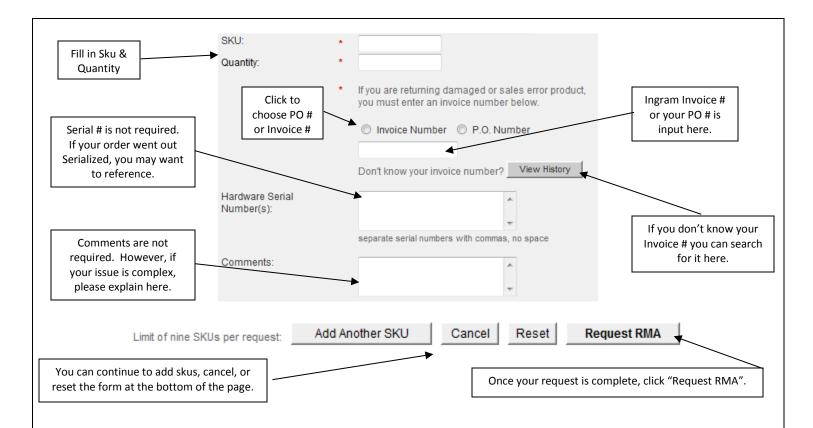
Returns

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.

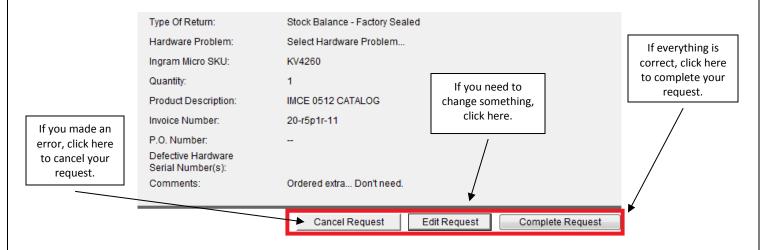


Your Account information will prefill when you sign in, but you will need to fill in your personal contact information. A Claim and RMA form require most of the same information; the difference is the reason for the request. We will use the RMA form to walk through. You will now fill in all the information relating to the part you are trying to return.





When you enter the request for RMA and put all your information in, it takes you to a verify screen. You have the choice after that to cancel, edit, or proceed with the RMA request:



If your item is in compliance and approved:

You will see an "Approved page", indicating the RMA # you should return on, including the Warehouse address to return to. These RMA Numbers' are only valid for **20 calendar days**, therefore, as soon as possible, you should return the RMA to the Warehouse indicated on the confirmation page; writing the RMA number on the shipping label just below the return address.

<u>If your item is not in compliance to return</u>: You will see an "RMA Confirmation page" that says Rejected, and it will state why your return cannot be completed.