

Replacement Policy:

Products purchased through ESDGuns.com and under warranty* may be returned for replacement by following these steps:

1. Contact ESDGuns.coms' Customer Service at 1-800-794-0349 to obtain an RMA number.
2. Fill out the Return Material Authorization Form in its entirety place the RMA Form in the box with the item(s) being returned.
3. Return the authorized item(s) per shipping instructions.
4. Our Replacement Department will process your request.

RMA forms can be obtained by:
- Website: <http://www.esdguns.com>
- Contacting Customer Service at 800-794-0349



Return Material Authorization (RMA) Form

Company: _____ Contact Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

Phone: _____ Fax: _____

RMA No: _____ **Date Issued:** _____

(Obtained from ESDGuns.coms' Customer Service)

**Under Warranty (Must provide original order number and date in order to verify warranty coverage).*

| Qty | Part Number | Description | Reason for Return | Serial # (Modem Only) | Order Number | Order Date |
|-----|-------------|-------------|-------------------|--------------------------|--------------|------------|
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Shipping Instructions:

1. The bottom of the original packing slip contains ESDGuns.coms' returns address. Use this portion of the form to affix to the box(s).
2. Be sure to obtain an RMA number and clearly mark the outside of the box(s) with this number.
3. Ship only the items that are authorized.
4. Ship returned items to:

*ESDGuns.com
ATTN: Service Department 52
Mayfield Avenue
Edison, NJ 08837*

*Shipments received by ESDGuns.com
without an RMA number will be refused.*

Sample Address Label with RMA number

| | |
|--|---|
| John Smith XYZ Corporation 123 Main Street | RMA#: 123456 ESDGuns.com ATTN: Service Department 52 Mayfield Avenue Edison, NJ 08837 |
|--|---|

Use this space for additional Comments:

Customer Signature: _____ **Date:** _____

Return Approval: _____ **Date:** _____