

In order to return defective product still under Warranty please complete following steps:

1. Fill out and e-mail this RMA request to the [support@rigexpert.com](mailto:support@rigexpert.com). Customer Support will contact you to provide the RMA#.
2. Complete this RMA form with RMA# (Return Merchandise Authorization Number) issued by the support team.
3. Pack up the defective product and send it to the address indicated in the Customer Support response. A hard copy of RMA must be included along with the returned goods. NOTE that the RMA# MUST be written on the outside of the shipping box.
4. NOTE: proof of purchasing required. Attach a copy of the receipt confirming the purchase of the device.

## Return Merchandise Authorization / RMA#

Please fill out this form completely before return defective product.

### Contact Information

Name	.....
Address	.....
City	.....
State	.....
Zip code	.....
Phone	.....
E-mail	.....

### Product Information

Product name	.....
Product serial #	.....
Date of purchase	.....
Original Consumer Purchaser	.....
Order/Invoice#	.....
Purchased from	.....

*Please email this form and a copy of your Invoice to support team. We will respond to your request within one business day.*

*NOTE: To expedite the processing of your application, specify in the subject line of the letter the following subject "RigExpertCare RMA"*

### Problem description

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*Please provide detailed description related to your return so we can complete your request. Missing information can delay processing of your RMA.*

Way to replicate the problem (describe please if possible)

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Customer's signature	
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