

Replacement Policy:

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

1. Contact ETCDEPOT' Customer Service via email rma@etcdepot.com 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.etcdepot.com>

- Contacting Customer Service at 213-278-0793

**Return Material Authorization (RMA) Form**

Company: _____ Contact Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

Phone: _____ Fax: _____

RMA No: _____ Date Issued: _____

(Obtained from ETCDEPOT' Customer Service)

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

Qty	Part Number	Reason for Return	Serial #	Invoice Number	Invoice Date

Shipping Instructions:

1. The bottom of the original packing slip contains ETCDEPOT' 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:
*ETCDEPOT, Inc.
ATTN: RMA Dept.
4466 Whittier Blvd.
Los Angeles, CA 90022*

Shipments received by ETCDEPOT without an RMA number will be refused.

Sample Address Label with RMA number

John Smith XYZ Corporation 123 Main Street	RMA#: 123456
ETCDEPOT, Inc. ATTN: RMA Dept. 4466 Whittier Blvd. Los Angeles, CA 90022	

Use this space for additional Comments:

Customer Signature: _____ Date: _____

Return Approval: _____ Date: _____