

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. 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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