



3182 Morningdale Drive, Mount Pleasant, SC 29466

Return Merchandise Authorization Form

To submit a Return Merchandise Authorization (RMA) request, complete the following form. In order to expedite your request, please complete all information requested below.

Return the completed form to support@ecotekoutdoors.com. You will be notified with an RMA number if your return request has been approved. Shipping information for sending the unit to EcoTek Outdoors will be provided once the RMA is issued.

Complete RMA details are described on Page 2 & 3 of this form.

Name:	
Phone:	Fax:
Email:	
Date:	

Return Shipping Address

Please provide specific shipping instructions for this order. If you do not provide shipping instructions, we will ship the order BEST WAY, prepaid, and add the shipping charges to your invoice.

Name:
Street Address:
City, State, Postal Code:
Country:
Special Shipping Instructions:

Product Returns for “Non-Warranty” Determination

After EcoTek Outdoors’ evaluation, the customer shall be notified of the repair cost. If the description of the problem is different from the problem listed on Page 1 of the RMA request form, or damaged from delivery, we will contact the customer. If the product has no problem that we can identify, we reserve the right to charge for testing and return delivery.

At such time the customer must issue a written confirmation to proceed with the repair(s), agree to cover the costs of the repair and return freight, or authorize the product to be shipped back as is, at the customer’s expense. Failure to obtain written confirmation within thirty (30) days of notification will result in the product being returned as is, at the customer’s expense. Repair work is warranted for ninety (90) days from date of shipment.

Please take care to package your return carefully. EcoTek Outdoors is not responsible for damage or a lost product(s) caused by shipping. Any damage or subsequent failure of the hardware product related to inappropriate packaging will result in additional charges for the repair of the product.

Signature:

By signing the RMA form, I agree to the terms and conditions set forth on this form.