

Return Material Authorization

A Return Material Authorization (RMA number) must be issued for all returns. Note the RMA number on all shipping documents and the exterior of the carton and return any test data that may have been taken.

We can not determine over the phone or via email if the return will be a Warranty or Non-Warranty repair or what the cost associated with a non-warranty repair might be.

When requesting an RMA number please send the following information:

1. Serial number of the device(s)
2. The problem that is occurring

To request an RMA number contact our Customer Service Representative :

Brandy Bradley

phone: +1 231 935 4044

email: Brandy.Bradley@eotech.com

**Any nonconformance claim must be made within 30 days after date of shipment. Goods returned under a nonconformance claim must be received in their original condition.

**Any returns for credit must be approved by EOT and can only be made within 30 days after the date of shipment. A restocking fee of 25% of the sales price will apply to all returns, with the exception of returns being made due to nonconformance of the product. Custom products can not be returned for credit.

