

RMA CHECKLIST

- ✓ Read and complete the RMA check list
- ✓ Contact Customer Service for your RMA #
- ✓ Write the RMA# on your checklist and on the outside of your shipping box
- ✓ If your tool is a sewer tool place inside a sealed plastic bag
- ✓ **Ship your tool to:**
466 South Skylane Drive
Durango, CO 81303
- ✓ Stone Age Tools is not responsible for any lost or damaged shipment.
 - We strongly recommend insuring your equipment when shipping and remember to record your tracking number. You will be responsible for all shipping cost.
- ✓ **Repairs:** Once we have evaluated your tool you will receive a quote for repair. This will include parts and labor. Upon approval, you will receive an estimated ship date and order conformation. If repair is declined your tool will be returned or scraper per your direction.
- ✓ **Returns:** There is a 15% restocking fee return policy. Products returned must have an RMA #.
- ✓ **Questions:** Contact the RMA coordinator



YOUR RETURN SHIPPING INFORMATION

Company Name: _____

Street Address: _____

City: _____ State: _____ Zip: _____

ATTN: _____

Your RMA # _____

Contact Name: _____

Email: _____ Phone: _____

Part ID: _____ Serial #: _____

Repair

Return for credit

Notes from Customer to Technician:
