

We are sorry that you are experiencing a problem with a product. Please follow option 1 or option 2 below so we can assist you.

**Option 1.** Please call us at 1 (949) 544-7500 ext 2123 so we can take your information and give you an RMA number and facilitate the process of helping you with this. We are here Mon-Thur, 8am to 4pm, Pacific Standard Time.

**Option 2.** Go online. Be sure that you click on "I am not a Robot" and follow the Captcha request if required at the bottom of the page or it will not accept the submitted info.

*For warranty situations:*

- A photo of the purchase receipt must be included.
- The store name and date of purchase should be clearly seen.
- Also include photos of the item and the packaging that it came in.
- Digital receipts should include store name, date of purchase and the item(s) purchased.

*Submitting for defective or missing parts:*

- Include the exact part number(s) of the item or items.
- For defective items, include a clear photo showing the problem and a photo of the barcode from the box for us to show to our product manager.

Go here to submit your information for a repair, warranty, or RMA#:

<https://www.associatedelectrics.com/rma/>

Text directions:

1. Go to our website at <https://www.associatedelectrics.com>
2. Click on "Support" at top.
3. Click on "Repair, Warranty Service, RMA" at left.