



P.O. Box 12017
 Marina del Rey, CA 90292
 Phone: (310) 822-6290
 Fax: (310) 306-9343
 Email: info@spoolmaster.com

RETURN REQUEST

For more information, please view our Returns Policy here:
<https://www.spoolmaster.com/terms/#returns>

Returned Items: No product should be returned without SpoolMaster approval and Return Material Authorization (RMA) number written on the outside of the box. Any merchandise returned without a valid RMA will be subject to a \$25.00 service fee. Shipping charges must be prepaid and are non-refundable. As stated in our Returns Policy, a restocking fee may apply.

Custom Orders: We cannot accept cancellations or returns on custom products that are not standard stock items.

Return as New: All returned product must be less than 30 days from delivery date and in undamaged and sellable condition.

ORDER #	ITEM #	DATE ORDERED	DATE RECEIVED	QTY ON ORDER	QTY FOR RETURN	REASON FOR RETURN	RETURN CODE

Return Code Breakdown

- 1 = Defective Component(s) 4 = Wrong Item Sent 7 = Damaged in Transit 10 = Other (Use space below to explain):
- 2 = Missing Component(s) 5 = Over Shipped Qty 8 = Damaged in Use _____
- 3 = Wrong Item Ordered 6 = Duplicate Shipment 9 = Repair _____

Method of Return* CREDIT ACCOUNT REFUND REPAIR REPLACE

*** Submission of RMA and assignment of RMA number does not guarantee a refund or credit. All returns are subject to inspection and serial number verification upon receipt of return. Final approval for credit, refund or replacement will be at Management's discretion.**