



Return Material Authorization (RMA) Form

Return Policy: For retail customers, we accept returns of all unused and unopened products for 30 days. Simply ship it back to us for a full refund. Returns after 30 days are entitled to credit only. **We do not accept returns of defective products after 30 days or unused and unopened products after 90 days.** In addition, all returns are subject to a 15% restocking fee. We will notify you via e-mail of your refund once we have received and processed the returned item. Please allow 14 business days from the date we receive your shipment for the processing of your shipment and the credit back to your account that was used for the original purchase. Actual shipping and handling charges will be deducted from the product credit unless the return is a result of our error.

BEFORE YOU SHIP PRODUCT(S) BACK, make sure to call us at 1-800-365-0000 to receive a Return Merchandise Authorization (RMA) number, which you must display on the outside of the box. Inside the box, please include either a copy of the original Sales Receipt or Invoice, or a sheet of paper with your name, address, phone number, reason for return and RMA number. **You must return all accessories and product component parts. Any items sent incomplete or defaced will not be given credit.** Please return the product with all the original packaging, if possible and the uncompleted warranty card and owner's manual (if applicable).

We cannot issue refunds or credits on returned merchandise if the conditions of our Return Policy are not fully met.

For any returns or exchanges, please contact customer service via email at customerservice@ecstacyproducts.com or by phone at 1-800-365-0000.

1. Fill out this RMA Form in its entirety; place the completed RMA Form in the box with the item(s) being returned.
2. Return the authorized item(s) per the shipping instructions – see below.
3. If product return is made under any Extended Warranty, please include a copy of the original Sales Invoice in order to verify warranty coverage.

RMA Number: _____ Customer Name: _____

Customer Telephone Number: _____ Customer Email: _____

Address: _____ City: _____ State: _____ Zip Code: _____

Quantity	Serial Number (If applicable)	Description	Reason For Return	Sales Invoice Number	Sales Invoice Date

Customer Comments: _____

Customer Signature: _____

Shipping Instructions: Ship returned items to: EcstasyProducts – Returns Department
13468 Beach Avenue, Second Floor
Marina del Rey, California 90292-5624

Note: **Include RMA Number on the outside of the box. Shipments received by us without an RMA Number will be refused.**

For Internal Use Only: RMA Number: _____ RMA Issue Date: _____ Issued By: _____

Credit Amount: _____ Issued By: _____ Credit Issued Date: _____

Restocking Fee: _____ Restock Date: _____ Replacement Sent Date: _____