

RETURN MATERIALS AUTHORIZATION FORM

You may return your order for any reason. Just follow these 3 simple steps to receive a full refund*:

1. Notify SRN Store Customer Care within 10 days of when you received the product to get a Return Materials Authorization (RMA) number.
2. Pack up the product in resalable condition. A copy of this completed form must be included with your package.
3. Return the product back to SRN Store Customer Care at the address below within 10 days of RMA number receipt.

RMA #: _____ **DATE:** _____

Original Order #: _____ Date of Return: _____

Name: _____

Address: _____

Phone Number: _____ Email: _____

Preferred Course of Action:

Return for Credit

Return for Replacement

Reason for Return:

Damaged

Doesn't Fit (too large or small)

Wrong Item

Don't Like

Other (please explain): _____

Please ship returns via UPS Ground to:

SRN Store
Attn: SRN Returns Department
8620 Wilkinson Blvd
Charlotte, NC 28214
Attn: RMA # _____

Contact SRN Store Customer Care at:

877-322-1601 (toll free)
cs.srn@phixolutions.com

*If product is returned due to defect or you received the wrong product, a full credit for product and freight will be issued upon return of the product. Goods free of defect must be returned in resalable condition. All other reasons for return will be accepted as long as the product is in resalable condition. A full credit will be issued for the cost of the product on returns not related to defective or incorrect product. The cost of freight will only be credited if the product is returned due to defect or incorrect product received.