

RMA Procedure Guidance

Please kindly follow the RMA procedure and make sure you are totally agreed with SOARNEX's Warranty & RMA Policy.

Return Merchandise Authorization (RMA) procedure:

Please follow RMA procedures in order for products to qualify for any type of return to SOARNEX

1) Please asking a return merchandise authorization (RMA) number from SOARNEX

Once you request the RMA number, you will receive a RMA form with given RMA number and client ID number.

2) Please fill all information on the form and send it back to SOARNEX (via email) or directly contact with your sales representative.

Once the request is authorized, you will receive instructions (via email) on how to ship your item(s) to our facility for repair.

3) Products should be returned by pre-paid freight. RMA number must be marked clearly outside the carton and on the mailing labels. Please pack safely and send the returning products to:

