

Replacement Policy:

Products purchased through **AimControllers** and under warranty* may be returned for replacement by following these steps:

1. Contact **AimControllers Replacement Department** at gameusa@aimcontrollers.com to obtain an RMA number.
2. Fill out the RMA Form in its entirety place the RMA Form in the box with the item(s) being returned.
3. Return the authorized item(s) per shipping instructions.
4. Our Replacement Department will process your request.

RMA form can be obtained by:

- Website: https://us.aimcontrollers.com/rma/rma_form_US.pdf
- Contacting Replacement Department at gameusa@aimcontrollers.com



AIMCONTROLLERS.COM

Return Material Authorization (RMA) Form

First and Last Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

Phone: _____ Fax: _____

RMA No: _____ Date Issued: _____

(Obtained from AimControllers Replacement Department)

* Under Warranty (Must provide original order number and date in order to verify warranty coverage).

Qty	Item Name	Reason for Return	Order Number	Order Date

Sample Address Label with RMA number

John Smith XYZ Corporation 123 Main Street USA	RMA#: 12345678
	AimControllers Replacement Department 233 Research Dr Unit 9 Milford CT, 06460

Shipping Instructions:

1. The bottom of the original packing slip contains AimControllers returns address.
2. Be sure to obtain an RMA number and clearly mark the outside of the box(s) with this number.
3. Ship only the items that are authorized.
4. Ship returned items to:

AimControllers
Replacement Department
233 Research Dr
Unit 9
Milford CT, 06460

Shipments received by AimControllers without an RMA number will be **refused!**

Use this space for additional Comments:

Customer Signature: _____ **Date:** _____

Return Approval: _____ **Date:** _____