

**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](mailto: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: [us.aimcontrollers.com/](http://us.aimcontrollers.com/)
- Contacting Replacement Department at [gameusa@aimcontrollers.com](mailto:gameusa@aimcontrollers.com)



**AIMCONTROLLERS.COM**

**Return Material Authorization (RMA) Form**

Company: \_\_\_\_\_

Name and Surname: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

**RMA No:** \_\_\_\_\_ **Data 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	Warranty Number	Order Number	Order Date

**Shipping Instructions:**

1. The bottom of the original packing slip contains AimControllers returns address. Use this portion of the form to affix to the box(s).
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  
554 Boston Post Rd  
Suite 391  
Orange, CT 06477  
United States**

Shipments received by AimControllers without an RMA number will be refused.

*Sample Address Label with RMA number*

John Smith XYZ Corporation 123 Main Street USA	RMA#: 12345678
<b>AimControllers 554 Boston Post Rd Suite 391 Orange, CT 06477 United States</b>	

Use this space for additional Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Return Approval:** \_\_\_\_\_ **Date:** \_\_\_\_\_