



RETURN MERCHANDISE AUTHORIZATION FORM

Bringing Airsoft to the Masses™

RMA #: _____

DATE: _____

PLEASE READ THIS FORM CAREFULLY. To help us expedite the process of your return, please fill out this form in its entirety. The information you provide will allow us to better serve you. Once your return has been delivered to us, it will be processed within **5-10 business days**. Please retain a copy of your tracking information as reference. Returns sent back without this RMA form will not be processed.

RETURNING PRODUCTS:

Please write out each returning product code below and check off the original parts and accessories you are including inside of the returning product. If you require additional space, please attach a separate sheet of paper along with this form. We will only be responsible for and process items that you've listed on this form and any attachments.

Product Code:

Items Returned:

1. _____ Gun _____ Magazine _____ Battery _____ Charger _____ Other: _____

2. _____ Gun _____ Magazine _____ Battery _____ Charger _____ Other: _____

3. _____ Gun _____ Magazine _____ Battery _____ Charger _____ Other: _____

PRODUCT INFORMATION FOR DEFECTIVE RETURNS:

If you are returning a defective item for inspection, please describe what the problems are:

- ☐ If you are returning a gun, please include a sample of BBs you used to help us identify the problem. This will help us with testing purposes as well.

SELECT YOUR RETURN OPTION:

- ☐ **Warranty Repair/Replacement Return:** Defective products may be returned for repair or replacement for the same item only. Per our 45 day warranty, our Airsoft Technicians will inspect and restore the product to meet original manufacturer's standards. If we are unable to restore the product, a brand new replacement will be sent to you. All parts, labor, and return shipping will be covered by Airsoft Megastore.
- ☐ **Store Credit Return:** Per our Return Policy, **all sales are final**. You are eligible for a full store credit up to 45 days for brand new and unopened products **ONLY**.
- ☐ **Refund Return:** This option is for brand new and unopened products **ONLY**. There will be a mandatory minimum restocking fee of 25% plus all applicable shipping/original postage deductions.

CONDITION OF RETURN	Restocking and Processing Fee As Applicable
Brand New &/Or Sealed for Store Credit	Full Store Credit & Less Shipping Deductions
Brand New &/Or Sealed for Refund	Refund Less 25% & Shipping Deductions
Open Merchandise Return Non-Restockable	Store Credit less 30%+ & Shipping Deductions, <u>NO REFUNDS</u>

RMA TERMS & CONDITIONS

- Product(s) must be returned with original packaging (inner Styrofoam and original outer box) with no cosmetic damage. Please ship products back with adequate packaging to avoid damage to product(s) in transit as we will not be responsible for this. Please make sure you return all small parts and accessories with the product. The cost of missing items will be deducted from your final store credit.
- We will process the return option that you select on this RMA form. Changes must be made in writing (email) before the RMA is received and processed by our Returns Department. Please make sure your contact information is updated in your account. Repair/replacement will be shipped to the shipping address indicated on the original order unless specified differently in writing before the RMA has been processed.
- We are not responsible for return shipping as our low retail prices do not factor in return costs. However, we do pay for shipping of the repaired/replacement product back to the customer.
- If free shipping was offered and chosen for your original order, the actual shipping cost that was incurred to us by the shipping carrier will be deducted from your store credit or refund.
- If your return is placed in "HOLDING" status and pends your response, we will attempt to contact you for 5 business days. If we do not receive a response, your return will be returned back to you AS-IS and your warranty will be voided.
- If your item is found to be abused or damages are user inflicted, your warranty will be voided. We will either provide you with low cost repair options or we will return the product back to you.

CONTACT INFORMATION AND RETURN POLICY ACKNOWLEDGMENT:

Name: _____ Contact Phone Number: _____

Signature: _____ Date: _____

By signing this RMA form, I agree to the terms and conditions set forth on this RMA form and Airsoft Megastore's site and policies pages, including the terms of 45 day warranty, return policy, and general terms of usage. All information can be found on www.airsoftmegastore.com and clicking on the policies link located at the bottom left corner of the home page. Please call us at (562) 287-8918 9AM-5PM PST for any further questions. Please send your returns to 12140 Altamar Pl, Santa Fe Springs, CA 90670.