



## **RMA Request**

### **Warranty Claims and Procedures**

- **When requesting an RMA number from Empire, always use the attached form.**
- **Make sufficient copies for future use.**
- **Within five business days of submission to Empire, RMA Authorization(s) will be sent to your accounts shipping email address.**
- **Customer is responsible for shipping costs for returns. Empire recommends using a carrier with detailed tracking such as UPS or FedEx.**
- **Returned products that have been tested at Empire and found to be defective will be issued credit; if items received are not found to be defective, customer will not receive credit. Customer will be given the option to have the item(s) returned back to them or recycled by Empire. Freight charges for the return would be a cost back to the customer.**
- **Credits for returned defective product will only be granted if all components are returned as supplied by Empire. Please be sure all components are returned as originally shipped, Empire Reserves the right to deny credit at our discretion if all products received do not meet this requirement.**
- **Complete all pertinent information, required fields and e-mail it to [RMA@empirescientific.com](mailto:RMA@empirescientific.com). An RMA number will be issued and sent back to you.**

