



# RMA Form

KCI USA INC 180 Cassia Way Suite 510, Henderson, NEVADA 89014 / support@kcius.com / www.kcius.com / 702-888-3428

Please read **KCI USA Limited Life-Time Warranty Policy** before filling out this form

### RMA Procedures

Products may be returned by following these steps

1. Fill out the RMA Form in its entirety.
2. Submit the completed RMA Form to Customer Support by uploading to KCI USA homepage under warranty menu or email to support@kcius.com.
3. Receive the approved RMA Form with the RMA Number from Customer Support.
4. Pack the authorized items per shipping instructions listed below. Be sure to place the RMA Form in the box with the item(s) being returned.
5. Ship the authorized item(s) within 15 days of the date that the RMA Number was issued with provided shipping label.
6. Allow 3-4 weeks for shipping and processing.

**For Office Use Only**

**RMA Number**

Date Issued:

By:

### CONTACT INFORMATION

Last Name:	First Name:
Daytime Phone:	Email Address:
Purchase Date:	Purchase Location(Company):
Street Address for Shipping:	
City:	State / Province:
Zip Code / Postal Code:	Date:

### PRODUCT INFORMATION

No.	Product Name / Description	Quantity
1		
2		
3		

Please provide a brief description of the problem & Information of Firearms:

### Shipping Instructions

1. Mark the outside of the box(es) with the RMA Number and, pack the product with all accessories and papers. Enclose the RMA Form in the box.
2. Ship only the items that have been authorized to be returned.
3. Ship returned items to:

KCI USA INC  
 ATTN: Support Team  
 180 Cassia Way Suite 510  
 Henderson, NV 89014 USA

**\* Shipments without an RMA number will be treated as abandoned property and will not be processed.**