



RETURN MERCHANDISE AUTHORIZATION (RMA) FORM

RMA Number: _____

Date Issued: _____

Procedure for a Return or Exchange:

- 1.) Contact Mode Carbon Customer Service via Email: customerservice@modecarbon.com to obtain an RMA number.
- 2.) Fill out the Return Merchandise Authorization Form in its entirety and email the completed RMA Form to the email address in Step 1, with your RMA number as the subject line.
- 3.) Once Mode Carbon Customer Service has explicitly approved your RMA Form, follow the shipping instructions on the RMA Form (see below).
- 4.) Mode Carbon Customer Service will process your request once the returned merchandise has been received by Mode Carbon.

Customer Information:

Name: _____

Company: _____

Shipping Address: _____

City: _____ State: _____ Zip: _____

Country: _____

Phone Number: _____

Email: _____

Order Information:

Invoice Number: _____

Payment Method: _____

Tracking Number: _____

Requesting:

- Return
- Exchange
Completion of the Exchange Affidavit Form is required.
- Cancellation

Quantity	Product Name	Product ID	Reason for Return or Exchange

Additional Comments:

I hereby certify that the information above is true and accurate.

Signature: _____

Date: _____

Return Shipping Instructions:

- 1.) Verify that all items are in acceptable return condition, as defined by the Mode Carbon Shipping & Return Policy.
- 2.) Package the item(s) being returned in the original box, including all hardware and accessories. Be sure to package the item the way it was received, using adequate packing materials and fillers. Damaged items will not be accepted.
- 3.) Be sure to obtain an RMA number and clearly mark the outside of the box(s) with this number. Shipments without an RMA number will be refused.
- 4.) Ship only the items that are authorized to:

FedEx, UPS, DHL, TNT:
 Mode Carbon LLC
 ATTN: Customer Service Dept.
 653 Main Street
 Suite 1
 Sparkill, NY 10976, USA

USPS, EMS, Postal Service:
 Mode Carbon LLC
 ATTN: Customer Service Dept.
 P.O. Box 13
 Blauvelt, NY 10913, USA