

# Airsoft Service Center

## Return Merchandise Authorization Procedure (RMA Procedure) for Manufacturer Warranty

3710 Rockwell Ave. Unit D  
El Monte, CA 91731  
Tel: (626) 579-2168, (626) 579-1812  
Fax: (626) 579-2867  
Email: service@prima888.com

### IMPORTANT!

\*\*\*\*\***RMA number is valid for 15 days ONLY!**\*\*\*\*\*

Any returned merchandise that does not have a valid RMA number will be rejected!

Any returned airsoft gun without its orange tip will not be serviced due to Federal regulation and will be discarded!

Any merchandise over 15 days is not covered by Manufacturer's Warranty and additional service charge will apply.

Any returned merchandise found to have been misused or abused will incur service charge.

Customer is responsible for the shipping and handling costs for any return item.

### What Does the 15-Day Manufacturer Warranty Cover?

The 15-day Manufacturer Warranty covers from the date of receipt, any manufacturing defect that cause the airsoft product not to work properly. It does not cover misuse, abuse, mishandling, disassembly, cosmetic imperfection. It also does not cover lack of compliance with instructions from users manual, usage of low-grade BB or reused BB, or failure to provide proper maintenance.

To ensure your returned merchandise are processed expediently, please follow RMA procedure described below.

#### Step 1.

Please inspect your merchandise in accordance to the following simple guidelines for return merchandise authorization.

1. Where did you purchase your airsoft product? \_\_\_\_\_

2. When did you purchase your airsoft product? \_\_\_\_\_

3. Is the blaze orange tip still on your airsoft gun? Yes ☐ No ☐

If no, the warranty for your airsoft gun has been voided. RMA is not authorized.

4. Have you modified, customized, altered or otherwise tampered with your airsoft gun? Yes ☐ No ☐

If yes, the warranty for your airsoft gun has been voided. RMA is not authorized.

#### Step 2.

Please describe the problem you are experiencing with your airsoft gun. Be as detail as possible.

Invoice #: \_\_\_\_\_ Item #: \_\_\_\_\_

Problem: \_\_\_\_\_  
\_\_\_\_\_

#### Step 3.

Fill out the following contact info.

Name: \_\_\_\_\_ Shipping Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

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

#### Step 4.

Once you receive a RMA number you are now authorized to send in your airsoft product for service. Send your return merchandise to:

Service Center  
3710 Rockwell Ave. Unit D  
El Monte, CA 91731

### RMA Checklist:

Returned merchandise must include:

- 1) Copy of original receipt.
- 2) Printout of this RMA Authorization form, signed and dated with a valid RMA number.
- 3) Your RMA number written visibly on the outside of your return package.

**We reserve the right to refuse service to any airsoft gun that does not qualify for the condition (ie. Airsoft guns that has been misused, disassembled, orange tip that has been tampered, etc) of this 15-day Manufacturer Warranty! We are not responsible for returning any airsoft merchandise that does not qualify!**

I have read and agree to the terms on this RMA Authorization form. I understand that there may be a service charge and/or return shipping charge if my return merchandise does not qualify for the 15-day manufacturer warranty or if I have misrepresented its condition.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

RMA #: \_\_\_\_\_

