



Case ID: _____ (This is NOT your RMA number)

Please contact our tech support to obtain a Case ID.

LAVA TECH RMA (RETURN MERCHANDISE AUTHORIZATION) APPLICATION FORM

Contact Information*

First Name : _____ Last Name : _____

Street : _____

City : _____ Zip Code : _____

State : _____ E-Mail : _____

Country : _____ Phone No : _____

Product Information*

Product Name : _____ Date of Purchase (mm/dd/yyyy) : _____

Model No : _____ Invoice/Receipt No : _____

Serial No : _____

*** You MUST attach a copy of purchase receipt that shows the date of purchase with your return.**

Reason for Return/Repair - Please be as detailed as possible*

Please Note:

- We **DO NOT** process any RMA without a Case ID and complete information above.
- Once your application has been approved; RMA number will be issued to you **via email**.
- Incomplete or inaccurate application will delay the processing of your RMA.
- Once your application is received, please allow a minimum of 48 hours for processing.

Please send your RMA application form to: rma@lava-tech.com

Submission Checklist

Before sending your application form to our RMA department, please make sure that you have included all necessary details.

1. **Case ID.**
2. **Contact information.**
3. **Product information with complete details and a copy of original purchase receipt.**
4. **Reason for return/repair.**

* Whereas problem may not come from your unit itself but from installation or configuration issues, we advise you to read our [FAQ](#) or contact our hotline at (855) 263-5282