

Warranty Requests

If you have a product that has failed or stopped working under normal operating conditions, it can be returned for repair or replacement, as long as it falls under the manufacturer's warranty. All returns must be authorized in advance and must have a valid RMA # issued by customer service before being shipped back. Defective products follow the warranty policies of the manufacturer of that item. Once you have called customer service to get an RMA #, send the defective product back to us with shipping prepaid. We will test it and verify that it is defective. Once verified, we will either repair your product or send out a replacement product. We will pay the return shipping costs. Returns made outside our above stated policy will not be eligible for repair or replacement.

Before you return an item, you must call for a Return Material Authorization number (RMA #). Please call customer service at 847-551-1500 so they can issue you the #. Before shipping, please clearly display the RMA # on the outside of the box and include a copy of the receipt and RMA # inside the box.