

HOW TO RETURN A TOPDON TOOL

TOPDON USA will, at its discretion, either repair or replace warranted products sold in the United States or to US-based customers.

Please refer to the [Warranty Policy](#) for detailed information.

**Tools purchased through a vendor will follow the vendor's return policy.*

Products requiring service should be returned as follows:

1. Contact TOPDON's Official Technical Support. There are two ways to do it:

1. a) Call **833-629-4832** to talk to one of our tech support agents. Provide your tool model and serial number, as well as the issues presented by the products. Listen carefully to the agent's instructions and follow the guided procedures.

1. b) Go to the website www.topdon.us, click on "Support," and then "Submit a Support Ticket." Fill out the online form completely and accurately. One of TOPDON's tech support agents will reach out to you shortly.

2. If the problem cannot be fixed with our technician's assistance, an RMA (Return Merchandise Authorization) number will be issued to you.

3. Download and print the RMA form available at www.topdon.us.

Fill out the RMA Form accurately and entirely. Include the completed document and proof of purchase in the package, according to the instructions.

4. Mail the tool to the following address, according to the instructions:

4. a) Send the tool and its component(s) as **requested by the TOPDON Tech Support Agent**. Package the tool carefully and use a trackable method of shipping. We recommend that customers add insurance to the shipment.

4. b) Please avoid using styrofoam, packing peanuts, and used rags when packaging since it can generate static and possibly harm the tool. **Write the RMA number on the outside of the box in at least two visible places.**

4. c) The customer will be responsible for the cost of insuring and shipping the product to TOPDON's RMA department. If you currently have a valid subscription with TOPDON USA, the company may cover shipment costs. Please inform the tech support agent accordingly.

5. All returned goods will be shipped back to the customer at the same speed and in the same manner as they were received.

The turnaround might vary depending on each product and the issues found. Please get in touch with TOPDON's Technical Support for status updates.

