



## RETURNS AND EXCHANGES

18571 Gale Ave., Rowland Heights, CA 91748  
SUPPORT@GAMMARAYOPTIX.COM

### 30 DAY GUARANTEE RETURN OR EXCHANGE

It is our goal at Gamma Ray Optix to provide a comprehensive and hassle-free return and exchange process. Returns and exchanges are accepted for all unworn or unused items, still in new condition within 30 days of the purchase date, that were purchased from Gammarayoptix.com. Items purchased from any third party distributor or seller must be returned through them directly. Exchanges must be made for items of equal or lesser value only.

### 2 YEAR WARRANTY

Gamma Ray Optix products are covered by a 2-year manufacturer warranty only after registering your purchase [here](#). Warranty replacements are limited to an equal exchange of the same item. If that particular item is out of stock, you will be contacted with other available options. Any shipping charges that occur as a result of a warranty return or exchange are covered by the customer.

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### RETURN AND EXCHANGE PROCESS

1. Select Contact Us to submit your return or exchange request and obtain a return shipping label. Note: Be sure to provide the customer name from the original order as well as the original order number.
2. Pack the item(s) for return, utilizing the return shipping label and including a copy of the RMA form inside of the package.
3. Drop off the return at the appropriate shipper.

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### RETURN AND EXCHANGE NOTES

1. All returns and exchanges must be authorized by Gamma Ray Optix before they are reviewed. Failure to do so will prolong the refund or exchange process.
2. All refunds are typically processed 1-3 business days after the item has been received. A refund can only be applied to the original purchase method.
3. If a return is received and the item was purchased from an unauthorized dealer or third-party seller, the customer will be responsible for shipping costs to return the item back.
4. For warranty exchanges, the customer will be responsible for shipping costs to return the item to us. Gamma Ray Optix will cover the shipping cost of the replacement item.



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### CONTACT INFORMATION

NAME: \_\_\_\_\_ MAILING ADDRESS: \_\_\_\_\_  
PHONE: \_\_\_\_\_  
EMAIL: \_\_\_\_\_ CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

### PURCHASE INFORMATION

ORDER NUMBER: \_\_\_\_\_ RA#: \_\_\_\_\_ TODAY'S DATE: \_\_\_\_\_  
PURCHASE DATE: \_\_\_\_\_ PURCHASED FROM: \_\_\_\_\_

### RETURN DETAILS

ITEM SKU	ITEM NAME/DESCRIPTION	RETURN REASON	COLOR	MAGNIFICATION	QTY

### EXCHANGE DETAILS

NOTE\*Exchanged items must be of equal or lesser value. If the item exchanged is less than the original purchase, a refund will be applied to the original purchase method. If you are exchanging for another item, we will contact you via email to discuss your product options.

ITEM SKU	ITEM NAME/DESCRIPTION	RETURN REASON	COLOR	MAGNIFICATION	QTY

### COMMENTS