

RETURN MERCHANDISE AUTHORIZATION FORM (RMA)
WARRANTY SERVICE/REPAIR WITH SHEARCRAFT

**All 3 pages must be completed and included in the box with shears*
(signature required on page 3)*

Page 1: SHEAR INFORMATION

Original date of shear purchase: _____

Date customer requested RMA: _____

Explain in detail the problem/issue:

Any parts missing? Yes or No (circle one)

If you answered Yes above, please list: _____

Page 2: CUSTOMER INFORMATION

First name: _____

Last name: _____

Email address: _____

Phone #: _____

Salon name: _____

Salon address:

(street) _____ (ste. _____)

(city) _____ (state) _____

(zip code) _____

***Can we return your shears to the salon address listed above?**

Yes or No (*circle one*)

***If you circled No above, please provide the shipping address you'd like them returned to:**

Attn: _____

(street) _____

(city) _____ (state) _____

(zip code) _____

Page 3: WARRANTY and SHIPPING INFORMATION

important, read and sign below

**You are responsible for shipping charges to ShearCraft for warranty work. We advise using UPS or Fed Ex to ship. Do not send in any kind of envelope, but rather use a box. Do not send in any kind of shear case. Wrap your shears to protect them. Questions? email us at: orders@shearcraft.com*

Send shears to the address listed below:

**ShearCraft
661 E. Main St.
Ste. 200-310
Midlothian, TX 76065**

****Please be aware that if shears are damaged due to misuse and not due to a factory defect or other warranty claim, the customer is responsible for the repair/sharpening fee and for the shipping fee to return shears to the customer.****

****By signing below, I am indicating that I have read the above information and agree to provide ShearCraft with payment for services rendered if my shears are found to be damaged due to a non-warranty issue.**

Signature: _____

Date: _____