Oberon Design Return Merchandise Authorization form

Procedures for Returns or Exchanges:

1. Contact us at **sales@oberondesign.com**, or call 866-462-3766, within 4 weeks of receiving your order to discuss your issue with Customer Service. See our website for Return Policy details - https://www.oberondesign.com/pages/returns-refunds

2. Send your return and this completed RMA Form to:
   Oberon Design
   3500 N. Laughlin Rd. STE 102
   Santa Rosa, CA 95403

3. Please return this form and your product within 2 weeks of receiving your Return Authorization.
   We are a small company and we each wear many hats so please allow up to 5 business days for us to process your return/exchange.
   - You will receive an email notification of your refund. Please note, we can only refund the original payment method.
   - <u>If the item is a ***Gift***</u> or if you prefer a store credit for reasons, a gift card for the value of the return may be issued (sent by email) which you may then use to purchase an exchange item.

IMPORANT! If we don't receive the package, or you don't include this RMA Form, we cannot process the exchange/refund. Please choose a reliable shipping method that you can track (please insure the package), and include all the forms and parts. Also, please note, Oberon Design cannot be responsible for shipping costs associated with returns or exchanges (unless it was our goof-up).

RMA Number:

Original Order Number (if known):

CHOOSE ONE:	☐ *Apply refund to original payment method*	☐ *GIFT Return - apply Store Credit (a Gift Card sent by email) for the value of the return.*

Date of Purchase:

Name of Purchaser:

Oberon Product/Item:

Reason for Return:

Your Name (if different from purchaser):

Your Contact Email:

Notes/Comments:

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