

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 the FAQ page on our website for more information about return and exchange policies. www.oberondesign.com/pages/faq-main
2. Send your return and this completed RMA Form to:
Oberon Design
1817 Empire Industrial Ct.
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 (minus restock fee *if applicable*).
 - If the item is a gift, a gift credit for the value of the return may be issued to your email address 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:

This was a Gift (no order number, need a gift credit)

Date of Purchase:

Name of Purchaser:

Oberon Product/Item:

Reason for Return:

Your Name:

Your Contact Email:

Your Contact Phone:

Notes/Comments:
