



## RMA Request Form

Name: \_\_\_\_\_

Date: \_\_\_\_\_ Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

### Shipping Address:

(Street Address) \_\_\_\_\_

(Address Line #2) \_\_\_\_\_

(City) \_\_\_\_\_ (State) \_\_\_\_\_

(Zip Code) \_\_\_\_\_ (Country) \_\_\_\_\_

Purchase Date: \_\_\_\_\_ Purchased From: \_\_\_\_\_

Order/Receipt # (please include copy): \_\_\_\_\_

Product & Item #: \_\_\_\_\_ Serial #: \_\_\_\_\_

### Item Condition (Please Mark an "X" where appropriate):

\_\_\_\_\_ New in box with original packaging, requesting:\*

\_\_\_\_\_ Exchange      \_\_\_\_\_ Replacement      \_\_\_\_\_ Refund

\_\_\_\_\_ Used, requesting:\*\*

\_\_\_\_\_ Repairs      \_\_\_\_\_ Replacement      \_\_\_\_\_ Refund

Reason for return. (Please provide as much detail as possible. Attach additional pages if necessary):

Payments: \_\_\_\_\_ Check      \_\_\_\_\_ Credit Card

Name on card: \_\_\_\_\_

Card #: \_\_\_\_\_ Expiration Date: \_\_\_\_\_ CSV: \_\_\_\_\_

Billing Address: \_\_\_\_\_ Same as shipping address above

(Street Address) \_\_\_\_\_

(City) \_\_\_\_\_ (State) \_\_\_\_\_ (Zip Code) \_\_\_\_\_

\*All returns for refunds/exchanges must be made through the retailer where the product was originally purchased. We only accept returns for products purchased through our online store.

\*\*Once received, we will examine and test your unit for problems. We will first attempt to repair your heater before granting a refund or replacement. Repair service rates start at \$40.

Fax RMA request to 843.869.3077 or email to [returns@theboatsafe.com](mailto:returns@theboatsafe.com)

Once request has been received, you will be provided with an RMA number to return your heater. At that time, you will need to repack your heater in the original packaging and secure in additional packaging, if necessary, for shipping. A copy of your original receipt and a copy of the issued RMA number will need to be included in your shipment. We will not accept and are not responsible for any returns without an RMA number. Any such shipments will either be returned to sender or will become the property of BoatSafe Inc.