

# Return Merchandise Authorization



Report defective product to [support@arkalumen.com](mailto:support@arkalumen.com)



Receive RMA number and waybill for return.  
Ship defective product to Arkalumen.



Arkalumen determines root cause. If falling under 5-year warranty, Arkalumen will:

- Repair the product
- Replace the product; or
- Provide a credit for the product



Receive returned product or credit and the RMA will be closed.

**arkalumen**

For any further support please contact Arkalumen  
[support@arkalumen.com](mailto:support@arkalumen.com)  
toll free at 1.877.865.5533