



THANK YOU FOR YOUR ORDER. WE APPRECIATE YOUR BUSINESS.

Customer Service Center

1.800.952.0708

Business Hours: Monday-Friday 9:00AM-6:00PM EST

RETURN / EXCHANGE POLICY

RCCA will accept merchandise returns / exchanges under the following conditions:

- All returns / exchanges must be pre-authorized by RCCA before shipping any merchandise to our Customer Service Center by calling (800) 952-0708.
 - Please note the Returning Merchandise Authorization (RMA) number on the outside of the package. Failure to do so could delay the processing of the return.
 - Returns / exchanges received without prior authorization will not be accepted and will be returned to sender at customer's expense.
- For returns / exchanges we offer the following two options
 - Product may be returned using a method of your choice at your expense. We recommend using a service that provides tracking to insure delivery. Insurance is your option however we are not responsible for lost packages.
 - At your request we will issue a prepaid UPS shipping label. The cost of the shipping fee will be deducted from your refund.
- If you are returning defective merchandise , RCCA will pay for the return shipping only if you use the prepaid UPS shipping label provided by RCCA.
- The refunding of shipping fees will be at the sole discretion of RCCA.
- All returns / exchanges must be received within 30 days of authorization. If received after 30 days a 10% restocking fee will be charged.
- All returned merchandise is subject to inspection. Any reported damage not detected by our inspection will not be accepted as damaged and shipping fees will not be reimbursed by RCCA.
- **NO RETURNS / EXCHANGES AFTER 30 DAYS OF RECEIPT.**

RETURN FORM

Name: _____

Membership #: _____

RMA #: _____
(provided by Customer Service Agent)

Item #: _____

Item Description: _____

Reason for Return: _____

Type of Request:
(Check One)

Refund

Exchange