



TRANSWORLD AQUATIC ENTERPRISES, INC. RETURN MERCHANDISE AUTHORIZATION POLICY

STANDARD RMA POLICY

1. RMA Department Hours: 9:00 A.M. to 5:00 P.M.
2. All products sent back to our warehouse require a RMA number. Items sent back without a RMA number will be refused and sent back to you unrepaired at your own expense.
3. The RMA number is valid for 30 days only, and authorizes ONLY the item numbers listed on Return Merchandise Authorization form (Excel).
4. The RMA number MUST be on the outside of the box when items are sent back to be received.

Ship your unit(s) to the address below:

- JBJ WARRANTY DEPT.
 RMA # _____
 3730 W. Century Blvd # 3
 Inglewood, CA 90303

SUBMITTING A CLAIM

1. Fill out the RMA Request Form and send back via email to: warranty @jbjlighting.com or fax back to (310) 672-7261. Also send any digital photos that support your claim and a copy of the proof of purchase if still covered under warranty.
2. Upon receipt of your information, A JBJ rep will contact you with a RMA# that is required to be written on the outside of the box.

SHIPPING INSTRUCTIONS

1. Remove all accessories and bare parts and return ONLY THE UNIT (Unless otherwise specified by our Customer Support Representatives.
2. Transworld Aquatic is not responsible for the return of accessories that are accidentally shipped.
3. Package only the unit securely using foam, peanuts, bubble etc.
4. Ship via a carrier that can provide a tracking number. We are not responsible for shipments that are lost or do not arrive at our warehouse.
5. You are responsible for all shipping charges to and from our warehouse.
6. Transworld Aquatic is not responsible for loss or damage during shipment. We suggest that you provide freight insurance on your shipments.