



RMA Process

- 1 Contact Design Cast at 602-569-6090 to obtain an RMA Number. RMA Numbers must be issued by Design Cast.
- 2 Fill out RMA form in its entirety and send this RMA form via email to **RMA@designcastproducts.com**
- 3 Return items listed in the RMA to: Design Cast
Attn: [RMA# Provided]
1856 East Deer Valley Rd
Phoenix, AZ 85024
- 4 Once your RMA items are received your RMA process will begin. Your RMA will be processed & evaluated for credit.

RMA Form

Company Name _____ Contact Name _____

Street Address _____ City _____ State _____ Zip _____

Email Address _____ Phone Number _____

Fax Address _____ Date _____

RMA Number:	<i>This number is issued to you from Design Cast</i>
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Original Order Number/PO _____ Date of Purchase _____

Please list out the items that are included in your RMA. If there are more items than the lines provided, please attach a separate list with your RMA submission.

Model Number	Reason for Return	Quantity

Additional notes / comments:

Rerturn Policy

All returns must have an RMA (Return Merchandise Authorization) issued by Design Cast. Pre-authorized returns are required on all items. Instock items only are authorized to be returned. An instock item is defined as a stocking inventory item in the retail center. Items ordered and returned will be charged a 15% restocking fee, provided they are in original saleable condition. Blemished items are sold as-is and are not returnable. Special order/non inventory items are produced on a custom basis only and require a 100% Non-Returnable Payment and are not returnable for refund or credit. Any items ordered with asphalt emulsion, concrete sealer, or with a sandblast finish are not returnable for refund or credit. Timeline is 7 days once the customer receives the product. All returns will not be given any freight cost refunds.