Toni V (Pyramyd Air)
Jun 29, 07:46 EDT
Dear Jerald,

We are sorry you are having issues with your order. Because you are within 30 days of receiving your merchandise, we can issue you a replacement, exchange or refund. Your RMA number is 2391.

Fill out and enclose the returns form from the bottom of the packing slip.

You will receive an e-mailed shipping label from FedEx to the email address on your order.

Print out the label, box up your return and take it to your local FedEx facility. FedEx locations can be found here: http://www.fedex.com/locate/index.html?cc=us#start

Any returned items should include the original manufacturers packaging and all accessories. Returns missing these items are subject to restocking fees.

All returned merchandise will be checked by our tech department. Any products returned that are found to NOT have the described defect will be subject to a 20% restocking fee AND a deduction of the return shipping costs.

The returns process is completed no more than 10 days from the date items arrive at our warehouse.

Returns received past 30 days from receipt are subject to additional restocking fees, whether or not an RMA has been issued.

Feel free to contact us if you need any further assistance.

Pyramyd Air Service Team