

What is an RMA?

An RMA is a document used to return merchandise to the sender for various reasons; explained below. This process is now mandatory for returns with Asmodee Canada.

Issuing an RMA

We **WILL NOT** issue an RMA for the following reasons:

- a) There are damaged items in the order received*
- b) You have overstock items

We **WILL** issue an RMA for the following reasons:

- a) You have been over shipped an item (i.e. You ordered 3, but received 6)
- b) You have been shipped an incorrect item (i.e. You ordered Pandemic, but received Pandemic Legacy)
- c) You have received a double order or an incorrect order (i.e. you received order #1234 twice, or you received an order intended for another store)
- d) You have overstock items (*Upon approval, see with your sales rep for details)

RMA claim process

- 1) Email your Sales Representative to let them know that you would like to make a claim.
- 2) Your Sale Representative or Customer Service Representative will send you the RMA form to complete. Please complete the form and send it back as soon as possible.
- 3) Upon reception of the filled-out RMA form, Asmodee will then initiate a pickup with Canpar and send you the RMA number associated with your claim.
- 4) The packing boxes to return the product **MUST** be identified with the RMA number or they will be refused upon reception at Asmodee Canada.
- 5) Please note that you will have 30 days to return the product to us, after which the RMA will expire.
- 6) Upon reception of the product, as described on the RMA, a credit will be issued to your account.

*Please note this RMA procedure does **NOT** apply to courier damages, it is the receiver's responsibility to verify all boxes at reception and if any damages are present – sign the reception with a note that there are damages. A Damage claim will then need to be issued and the products **MUST** remain in the **ORIGINAL** packaging.