

# Shipping Instructions



## **STEP 1: RMA number**

Prior to returning any type of equipment to Surna Inc., make sure to obtain an RMA. Failure to do so may result in delays processing your request.

The RMA should be obtained by contacting Surna Technical Support at the phone number 303-993-5271 between the hours of 8:30 a.m. and 5.30 p.m. MST, or via email to [support@surna.com](mailto:support@surna.com). When contacting Surna Technical Support, make sure to provide: sales order number, model, serial number, and a detailed reason for return.

Upon receipt of the RMA request, Surna Technical Support will corroborate the warranty status of the products. Once the RMA is issued, the customer will receive an RMA confirmation email containing the RMA details and shipping instructions. Keep in mind that each returned box/pallet must be returned using a separate RMA number.

## **STEP 2: Prepare package**

Surna Technical Support will provide a printout indicating the RMA number and shipping address. Make sure this label is placed outside of the package for easy identification. Include a list of the items being returned, placing the list inside the box.

## **STEP 3: Shipping package**

The package must be shipped to:

Surna Inc.  
ATTN RMA  
1780 55th Street, Suite A  
Boulder, CO 80301  
Phone: 303-993-5271

## **Shipping charges**

The customer is responsible for any shipping charges unless specified by Surna, Inc.