

## SHIPPING INSTRUCTIONS

### STEP 1: RMA number

Prior to returning any equipment to Surna, Inc., you are required to obtain an Return Merchandise Authorization (RMA). Failure to do so may result in delays processing your request.

The RMA should be obtained by contacting Surna Technical Support at 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, provide: sales order number, model, serial number, and a detailed reason for return.

Upon receipt of the RMA request, Surna Technical Support will verify the warranty status of the product(s). Once the RMA is issued, you will receive an RMA confirmation email containing the RMA details and shipping instructions. It is important to note 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: Ship 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.