



RETURN/REPAIR AUTHORIZATION FORM

NOTE: This form **MUST** be received by Apollo Sprayers with your return or repair. Return Merchandise Authorization numbers must be issued by a Customer Service Representative.

RMA Number: _____

In order for us to more efficiently handle your return or repair, please complete the following:

Original Invoice Number: _____

Date of Purchase: _____

Distributor/Vendor: _____

Reason for Return: _____

If you are sending a repair, please provide a brief description of the issue:

Customer Contact Information:

Your Name: _____

Company Name: _____

Shipping Address 1: _____

Shipping Address 2: _____

City, State, Zip: _____

Telephone Number: _____

Email: _____

****MAKE SURE YOU WRITE YOUR RMA NUMBER ON THE OUTSIDE OF YOUR BOX****



RETURN PROCEDURES

Please follow these steps to ensure your repair/return is handled efficiently and quickly.

1. Complete the PDF form on your computer or by hand. Make sure you provide all the information requested. Incomplete forms will only delay your repair/return being processed.
2. Call Customer Service at 1-888-900-HVLP (4857) to obtain a Return Merchandise Authorization (RMA) number.
3. Package your equipment in appropriate packaging and ship via a freight company like UPS or FEDEX where you can obtain a tracking number and can fully insure it. Do not ship your equipment back using US MAIL. We are not responsible for packages that get lost.
4. If you are sending a spray gun in for repair, please make sure you send back the entire spray gun with cup if appropriate. If you do not send back all the parts to your spray gun, we will not be able to repair it. **DO NOT SEND PARTS ONLY.**
5. Make sure you write the RMA # on the **OUTSIDE** of the box so that it is very visible. All packages delivered without the RMA # on the outside of the box will be refused!
6. Send your return or repair to:

Apollo Sprayers International, Inc.
Attn: REPAIRS/RETURNS
RMA # _____
1030 Joshua Way
Vista, CA 92081

7. Please allow 48 hours after receiving your repair or return for us to process it and give you a call with a resolution.

We Thank you for your business...TEAM APOLLO