



Optics for the real world

Returned Merchandise Authorization (RMA)

An RMA is a number used by Comar Optics Ltd that indicates a customer has been authorized by a Comar Optics Ltd representative to return a product to Comar Ltd for repair or refund.

The RMA number is used as a reference for both parties to track the progress of the transaction by using the RMA.

Comar Optics Ltd has the right to refuse a returned item if it is not accompanied by an RMA number.

An RMA number should be requested within 3 days of receiving the parts, as outlined on the delivery note.

How to Request an RMA number:

1. Log your request on the following link [RMA Number Request](#). Fill in the information, and click Submit Request for RMA.
2. Comar Optics Ltd will receive your request and on approval will send you a RMA number.
3. This RMA number needs to be included on the paperwork sent with the returned parts back to Comar Optics Ltd.
4. Parts should be returned to Comar Optics Ltd in their original packaging along with any extra packaging needed to keep the parts secure during transportation. Boxes should not be over-filled, to ensure no extra damage occurs during transportation. The returns should be marked for the attention of Returns Dept, with the RMA number clearly referenced.
5. Once Comar Optics Ltd have received the parts, they will issue a confirmation of replacements or issue a credit note if the parts are out of specification. If the parts are within specification, the parts will be returned to the customer.

If you have any queries about this document, please contact your sales contact at Comar Optics Ltd.

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