



RETURN MERCHANDISE AUTHORIZATION (RMA) FORM

To return an item to PristineHydro Development, Inc. just follow the instructions below.

Simply print out this entire form, fill out the required information, sign the form, and email the signed form to us at support@pristinehydro.com . Please refer to the Return Policy on our website for terms and conditions.

To return an item, please follow the instructions below:

1. A Return Merchandise Authorization number is required. Please allow us 5 business days from receipt to issue your RMA number.
2. Pack the item(s) securely. All returned products should be in the condition they were received in, in the original manufacturer’s packaging. You must ship your product back within 15 days of the issuance of your RMA number.
3. Include a copy of this form as well as a copy of your original receipt inside your package. Mark the RMA number on the outside of your package on at least 2 sides.
4. Please insure your package when shipping.
5. Ship the item(s) to PristineHydro Development, Inc. 2575 Fortune Way, Ste. J, Vista, CA 92081

If you have any questions or problems with your order, or if the product received was defective or damaged, please contact our Customer Service Department **as soon as possible** at support@pristinehydro.com. We will make every effort to resolve the problem as soon as possible.

Name:		
Address:		
City:	State/Prov:	Zip/Post Code:
Phone:	Email:	Order ID #: Date Received:
Reason for Return:		
<input type="checkbox"/> Damaged	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Other (please explain below)
<input type="checkbox"/> Defective	<input type="checkbox"/> Incorrect item shipped	_____
<input type="checkbox"/> Wrong item ordered		_____
Was the item used? <input type="checkbox"/> Yes <input type="checkbox"/> No		(required for exchange or repair)
Would you like to: (Please select one)		
<input type="checkbox"/> Exchange	<input type="checkbox"/> Return	<input type="checkbox"/> Repair
<input type="checkbox"/> Credit	<input type="checkbox"/> Refund	
RMA NUMBER:		

Client’s signature: _____ Date: _____