

How to Request a Return

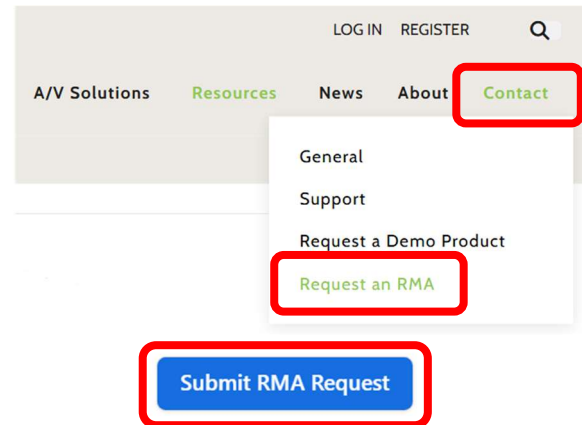
Step 1: Troubleshooting

Before requesting a return, we recommend contacting the TEKVOX Support team so that we can try to resolve the issue without going through the returns process. For more details, see the [Requesting Support how-to article](#).

Step 2: Submit your Request

On the TEKVOX website, hover over **“Contact”** in the header, then click on **“Request an RMA”**¹; or go directly to tekvox.com/rma.

Fill out the form, including as much information as possible—the more detail we get from you at this stage, the more likely that we’ll be able to get you a replacement as quickly as possible—then click **“Submit RMA Request”**.



Step 3: Approving your RMA

After you submit the form, you will receive a confirmation message at the email you provided. Our Support team will then review your request to ensure accuracy and check whether the equipment is in warranty.

If your request is approved, you will be sent an RMA form with all the relevant information and instructions on how to return the defective unit. If you requested an advanced replacement, you will also receive an equipment replacement form with the information for the new unit.

Step 4: Repair or Replace

Once we receive the defective unit, our team will investigate the failure and troubleshoot any defects they find. If the repair is successful, the unit will be rigorously-tested before being sent back to you. If we are unable to repair the unit, an identical replacement will be sent to you.

¹ “RMA” stands for “Return Material Authorization” and is simply another way of referring to a product return