



Dear Valued Customer,

To better assist you in the return of your defective parts, we have included the following instructions. Please take a moment to familiarize yourself with them, as this will ensure we have all the information needed to efficiently process your request.

Please note that you will not be billed for the replacement parts as long as the defective parts are returned within 30 days. If defective parts are not returned after 30 days, you will be invoiced.

**Instructions:**

1. Upon receipt of the new parts, please check to be sure that the parts received match the packing list and the ones you ordered.
2. Please fill in the enclosed yellow tag with as much information as possible as to the nature of the failure and attach it to the defective part.

**Note: If there is more than one part being returned, please place the tag in the box with all of the defective parts.**

3. Return the defective part(s) using the enclosed green shipping label.
  - a. Apply the enclosed shipping label to the top of the package being returned.

**Note: This is your shipping address label.**

- b. Write the RMA number on the address label where indicated.

**Note: The RMA number is the same as the Order Number that is on the packing list.**

You may ship the defective parts back using our UPS warranty parts return account number RIA060. Please note that this UPS account number is **only** good for return of defective Hypertherm parts.

If you cannot use UPS to return the parts, or you have any questions in regards to these instructions, please call the Return Materials Team at 866-643-7711 or email us at [return.materials@hypertherm.com](mailto:return.materials@hypertherm.com).

Thank you for your cooperation,

The Return Materials Team

**HySupport**

Our people. Your service partners.