

## RETURN FOR REPAIR POLICY

All service requests for repair under Lyman Products Warranty are handled on a case-by-case basis. In order to initiate the return process, please contact our Customer Service Representatives at 1-800-225-9626. Return Authorizations will be emailed to you upon contacting Customer Service. Prepaid return address labels are not included with the RMA Authorization Form that we email to you.

### Return for Repair Instructions

All service requests for repair require a Return Material Authorization (RMA) number assigned before acceptance at our facility. Please DO NOT return any products without first obtaining a Repair Return Authorization Form from our Customer Service Department. In making any return of a Lyman product to the factory, please be sure it is packaged with proper care to protect it from damage in transit and the RMA number is noted on your return label for easy identification.

**In order to initiate the return process, please contact Customer Service at 1-800-225-9626.**

Send your product to be repaired along with an explanation describing the defect to:

**Lyman Products Corporation**  
**475 Smith Street**  
**Middletown, CT 06457**  
**Attn: Repair Department**  
**Ref; RMA #**

- Repairs will be made and your product shipped back to you within 30 business days of receipt at our factory.
- Repair charges are based on a flat fee. Customer Service will advise you the repair fee when you call for your return authorization for repair. Freight charges are additional.
- Products which are obsolete or discontinued may be unable to be repaired due the inability to procure raw materials. In such a case Lyman Products may be able to offer an Upgrade/Exchange of a similar product if such an offering is available. Customer Service will inform you if such an offer is available.
- All returns for repair of products that are IN WARRANTY require a dated receipt to be accompanied with the return of the part.
- The lack of such a proof of purchase dated receipt will designate the return product as OUT OF WARRANTY and thus the repair will subject to the flat fee repair charge.

REV DATE August 2017