

Replacement Policy:

Products from Black Blade Associates, Inc. (BBA) under warranty* may be returned by following these steps:

1. Contact BBA Customer Service at 1-703-260-1111 to obtain an RMA number.
2. Fill out the Return Material Authorization Form in its entirety & place the RMA Form in the box with the item(s) being returned.
3. Return the authorized item(s) by prepaid shipping at your risk.
4. BBA customer service will process your request.

RMA forms can be obtained by:

- Website: www.blackbladeinc.com/en-us/support
- E-mail: support@blackbladeinc.com



Return Material Authorization (RMA) Form

Company: _____ Contact Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

Phone: _____ Fax: _____

RMA No: _____ Date Issued: _____
(Obtained from BBA's Warranty Dept.)

*Under Warranty (Must provide original order number and date in order to verify warranty coverage).

Qty	Item Number	Description	Reason for Return	Serial #	Order Number	Order Date

Shipping Instructions:

1. Place the BBA Warranty Claims address and your return address on the box as pictured.
2. Be sure to obtain an RMA number and clearly mark the outside of the box(s) with this number.
3. Ship only the items that are authorized.
4. Ship returned items to:
*Black Blade Associates, Inc.
ATTN: Warranty Claims Dept.
7013 Backlick Court
Springfield VA 22151*

Shipments received by BBA without an RMA number will be refused. All returns must fully comply with RMA Process in License Agreement signed with Purchase Order.

Sample Address Label with RMA number

John Smith
XYZ Corporation
123 Main Street

RMA#: 123456

Black Blade Associates, Inc.
ATTN: Warranty Claims Dept.
7013 Backlick Court
Springfield, VA 22151

Use this space for additional Comments:

Customer Signature: _____ Date: _____

Return Approval: _____ Date: _____