



ON THE ROAD

WITH

RENEGADE FLEET SAFETY

Whether it's a device issue or the need for equipment returns and repairs can be a stressful process if you're not familiar with it. That's why we've outlined a step-by-step guide on how to initiate and complete the Return Merchandise Authorization (RMA) process for any equipment returns or repairs with us at Renegade Fleet Safety. This ensures that your experience is smooth, quick, and hassle-free.

Step 1: Identify the Issue and Gather Information

Before starting the RMA process, make sure you have:

- The serial number of the product
- Proof of purchase (such as an invoice or receipt)
- A clear description of the issue (if applicable)
- Any warranty information

Having these details at hand will help streamline the process and prevent delays.

Step 2: Check Warranty Status

It's essential to know whether your equipment is under warranty. If the product is still covered, repairs or replacements might be free of charge, while out-of-warranty equipment could incur a fee.

You can check the warranty status by:

- Checking the paperwork that came with the device
- Checking your copy of the Warranty Registration you may have filed
- Contacting our service department for confirmation

Step 3: Request an RMA Number

Once you've confirmed that your equipment needs to be returned or repaired, you'll need to obtain an RMA number.

Here's how to do it:

- Contact Renegade Service: You can either call our Service Desk **+1(888)755-2491** or submit an online request via email to **service@renegadesafety.com**. Be prepared to provide details about the equipment and the issue.
- After contacting support, you'll receive an RMA request form. Fill out the form accurately with any missing required information, including the equipment's model number, issue description, and your contact details.
- Receive the RMA Number: Once your request is processed, we will issue an RMA number. ***This number is crucial for tracking your return or repair request and should be clearly visible on your shipping label.***

HOW TO NAVIGATE THE RENEGADE RMA PROCESS FOR EQUIPMENT RETURNS AND REPAIRS

Step 4: Prepare the Equipment for Shipping

When sending your equipment back, it's important to ensure it is properly packaged to avoid any damage in transit.

Follow these guidelines:

- Use the Original Packaging: If possible, ship the equipment in its original packaging to provide maximum protection.
- Include All Accessories: Make sure to return all included parts, accessories, and paperwork (such as manuals or cables) unless instructed otherwise.
- Attach the RMA Number: Clearly write or print the RMA number on the outside of the box. This helps us track your package upon arrival.
- Ship to the Correct Address: Use the shipping address provided by the service team. Ensure that you choose a reliable shipping method with tracking. Please provide Renegade with tracking information.

Step 5: Return or Replacement

After the repair or replacement is completed, your equipment will be shipped back to you. You'll receive an email with the shipping details and a tracking number to follow the delivery process.