

Return Material Authorization (RMA) Procedure Document

Returning your device to X-Rite for repair or certification

United States

1. Create or login to a My X-Rite account: www.xrite.com/login.aspx
2. Register your product: www.xrite.com/registration.aspx
3. Have your appropriate payment method ready
4. Visit: www.xrite.com/support_repair.aspx
5. Select your region to fill out the online RMA form
6. Fill in the RMA form with all the required information.
7. X-Rite creates your RMA within 24 hours and you will receive back RMA confirmation with a RMA number including shipping instructions.
8. Pack your device and put the RMA confirmation in the box.
9. Select a suitable carrier and ship your return via traceable means. Please retain shipping tracking information for your records.

International

1. Create or login to a My X-Rite account: www.xrite.com/login.aspx
2. Register your product: www.xrite.com/registration.aspx
3. Have your appropriate payment method ready
4. Visit: www.xrite.com/support_repair.aspx
5. Select your region to fill out the online RMA form
6. Fill in the RMA form with all the required information.
7. X-Rite creates your RMA within 24 hours and you will receive back RMA confirmation with a RMA number including shipping instructions and invoice for customs (please note, the value on this invoice is just for customs purposes).
8. Pack your device and put the RMA confirmation in the box.
9. Attach on the outside of the box 3 copies of the shipping invoice for customs.
10. Select a suitable carrier and ship your return via traceable means. Please retain shipping tracking information for your records.

Obtain status on RMA

Americas

Phone: 800-248-9748

Email: supporttech@xrite.com

Europe / Africa / Middle East

Phone: +800 700 300 01

Email: emeasupport@xrite.com

Japan

Phone: +813 6825 1641

China

Phone: 800-248-9748

Email: ShanghaiServiceGroup@xrite.com

Hong Kong / SE Asia / India / Pakistan / Sri Lanka

Phone: +852 25686283

Email: serviceasia@xrite.com

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