



6580 Spencer St #B4  
Las Vegas, NV 89119  
(949) 478-2933

## Repair/Return Merchandise Authorization Instructions

1. To ensure your ERC arrives safely please package the ERC well. **Make sure to a long zip tie through the holes located on the bottom aluminum plate so that you can secure the hot end or belts. Make sure to tighten the zip tie as much as possible.** This will ensure that your hot end will not freely bounce around while in transit. If you do not a box or packing material, please let our team know and we will gladly send you a specialty box/ foam and shipping label at cost.
2. Do **not** include any accessories such as filament, glass, power cords, etc. **Airwolf 3D is not liable for any broken or lost items.**
3. The ERC removal / installation video can be found on our YouTube channel <https://www.youtube.com/watch?v=iVk5Qc4wuPo>
4. To protect yourself from any shipping damage charges that might occur please **insure** the **package** for the **full value**.
5. To prevent any delay in repairs, please be sure to include this form in your box.
6. Make sure you tape it up well and send it to:

ERC Factory Service Team  
Airwolf 3D  
6580 Spencer St #B4  
Las Vegas, NV 89119

If you have any questions, please contact us at (949) 478-2933.

<b>RMA or Online Order Number:</b>	
<b>Date:</b>	
<b>Name:</b>	
<b>Contact # :</b>	
<b>Contact Email:</b>	
<b>Tech Support Rep / Ticket #:</b>	
<b>Item / Serial #:</b>	
<b>Reason For Repair:</b>	
<b>Customer Return Address:</b>	



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**DO NOT FILL OUT BELOW (FOR AIRWOLF 3D ONLY)**

Received By / Date:	
Repaired By / Date:	
Tested By / Date:	
Completed By / Shipping Info:	



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