



BotBlox Inc.

141 Flushing Ave
Brooklyn, NY 11205
USA

RMA Request Form

USE THIS FORM WHEN YOU NEED AN RMA NUMBER

Customer Instructions – an RMA number will be issued AFTER this form has been received by BotBlox.

Customer & product details

Contact Name	Order Number

Product Name/SKU	Quantity

Reason for Return

☐ Received Incorrect Item ☐ Received Defective Item

Other (please specify): _____

Condition of Product (e.g., unopened, opened but unused, etc.)

Troubleshooting Details

Please provide us with the following information if the board you receive doesn't work. This information will help us determine the best course of action to resolve the issue and ensure that we provide you with the appropriate support.

1. What environment were you using the board in?

2. What is the failure mode of board? (How are they actually failing)

3. What devices were connected to the board?

4. What voltage is the board powered from, and where is that voltage coming from?

5. Is there any visible damage to the board?

6. How long was the board working for, prior to failure?

Email images, if applicable

Preferred Resolution

☐ Refund ☐ Exchange for the same item ☐ Credit for future purchase

Bank Details for Refund

Acknowledgment

By sending this RMA request, I acknowledge that I have read and understand the return policy of BotBlox and agree to abide by its terms and conditions. I understand that I may be responsible for return shipping costs unless the return is due to an error on the part of BotBlox.