



- 1) RMA online  
OR
- 2) Request RMA by Email



# RMA Process Flow Chart

Customer ships freight charge prepaid

BCM ships back with Customer Ship.  
Acc.#

For Physical Damage and Out of Warranty goods

BCM returns to customer via FedEx Ground prepaid  
OR  
If Repair fee applied, BCM ships back with customer  
Ship. Acc.#

- 1) Tracking# can be obtained on BCM RMA web site
- 2) Repair report can be accessed on BCM RMA web site