

How do I make a request to return an unneeded item (Return Merchandise Authorization)?

Please have your Order #, provided at the time of check out, available for reference.

Log in to the website and go to "Your Account."

Under the "track your recent orders" section find the order number of the order you would like to request a return merchandise approval for.

Click on "View Details" next to the order number. Your order will be displayed.

Click on "Add New RMA." The Create New RMA screen will be displayed.

Find the item(s) you would like to return on the order and change the quantity under the "Returned" column to reflect which item(s) you will be returning.

Under the Order Return Options please choose the reason for the return – either wrong item ordered or item not needed.

You may list any additional information you would like us to have in the My Comments section.

Once you are done, you will click the Save RMA button.

Your RMA number will be provided. **The information has been sent to our office for review and an email with instructions will be sent on approval. Please do not ship the item(s) until you receive an authorization email from us.**

You may track the status of your RMA under the RMA section of Your Account.

DO NOT REPLY TO THE SUPPORT@CLARKANDSONINC.COM email. This is an unmonitored address and will not be viewed. Please use the CRM program to make any requests and to reply to any current requests.

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