

1. RA (return authorization) number

Please get a RA# to avoid receiving error or delay. To get a RA#, please call; 1-800-368-9171 (9:00-5:00 EST) or e-mail to: service@ikegami.com. (from out side the USA : +1-201-368-9171)

2. Sending item

(An estimate fee will be charged, please contact customer service before you send item.)

Please send your item to;

Ikegami Electronics (USA) Inc.

RA# _____

300 Route 17 South,

Mahwah, NJ 07430

Also include following information for faster process;

- Symptom (what is wrong with the item)
- Your name and phone (e-mail)
- Billing name & address
- Return shipping instruction

3. With your confirmation, we will start repair.

4. After repair, we will contact you again with final result.

5. We will return the item to you.

- Please refer the RA# when you inquire repair status.
- Please see our repair warranty policy, also.