

Your satisfaction is GUARANTEED!

Please contact our Customer Support Department at 800-990-3560 ext. 2 should you have any questions about setting up your distiller or any other issue or concern you may have. Customer Service is our Number 1 Job! Issues? Call us.

**To return the unit or for REPAIRS, please call us in advance at:
1-800-990-3560 Ext. 3 (9:00 AM to 5:00 PM Central Time Monday through Friday)**

Return Merchandise Authorization, (RMA), and Shipping Instructions: (Note: Returned items without an authorized RMA Number will not be accepted.)

If you have a problem with your water distiller within your 12 month warranty period, please check our **TROUBLE SHOOTING GUIDE** at **www.H2oLabs.com** or call us at the number above and we will walk you through the steps to correct the problem. We will send you any required replacement part(s) free of charge, or when necessary we will repair the unit for you within the warranty period. (Customers are responsible to pay all shipping charges.) **Please follow “Return Steps” below.**

Return Steps:

- 1) Call H2oLabs Technical Support Department at the number above to obtain an RMA number.
IMPORTANT: Do not send any item back without calling first. Returns cannot be accepted or repairs made without an RMA.
- 2) Print your name, address and “RMA” number clearly on the original shipping box. If original shipping box and packaging materials are not available, items must be securely packaged in a durable box. (When returning a water distiller for repair, it is not necessary to return the power cord, collection carafe, cleaning crystals or activated charcoal.)
- 3) Fill out this form completely and enclose it in the box with the returned item to:
H2o Labs, 2905 Bush Drive, Melbourne, FL, 32935

*****IMPORTANT*** The RMA number must be clearly written on the outside of the box.**

H2oLabs is not responsible for lost or misdirected shipments that do not have an RMA. (Units will be returned and additional fees will apply.)

Call United Parcel Service, (UPS), at 1-800-PICK-UPS, (1-800-742-5877) to arrange for a pickup. (Expedited, overnight shipping or insurance is not necessary.) Customers are responsible to pay all shipping charges for repairs. And if returned for any other reason, shipping, refurbishing and/or restocking charges will apply.

Print your name and address clearly: _____

Telephone #: (_____)_____ Email: _____

Product Name/Model #: _____ Serial Number: _____

RMA#: _____ Date Purchased: _____ Actual Return Date: _____

Approx. how many times did you use the product? _____ Please explain what is wrong with the item: _____