

# WOODSTREAM™

Dear Customer,

Thank you for your continued support of our mutual consumers of the Zareba & Fi-Shock fencers. The purpose of this communication is to make you aware of the in-warranty (IW) and out-of-warranty (OOW) return and repair options available to you, as the dealer. These options include contacting the closest Certified Repair Center (CRC) or processing and sending returns or repairs to Woodstream Corporation directly.

## IN-WARRANTY FENCERS (IW)

- Dealers may return fencers to Woodstream for credit or for an in-warranty repair. Prior to the return, dealers must submit the attached form in order to receive a return authorization number.

## OUT-OF-WARRANTY FENCERS (OOW)

- Dealers may return fencers to Woodstream for an out-of-warranty repair. Prior to the return, dealers must submit the attached form in order to receive a return authorization number.

## PROCESS FOR DEALERS

To initiate a return or repair, an RGA number is required. Please fax the attached request form to 800-800-1770 or submit via email to [RGA@woodstream.com](mailto:RGA@woodstream.com). Please complete the form entirely and be sure to include store information, such as store name, address, phone number, fax number, and email address. In addition, a copy of the sales receipt should be included so we may verify the date of purchase by the consumer. Within 72 hours of receiving your Return/Repair Request Form, an RGA number and shipping instructions will be generated and returned to you.

### Returning fencers for credit:

Once the fencer has been received at Woodstream, credit will be issued if applicable.

### Returning fencers for repair (IW & OOW):

Please allow 5-7 business days from the receipt date of the fencer for Woodstream to repair and return the product. Shipping and handling costs to Woodstream Corporation are the responsibility of the sender. If Woodstream is unable to repair an IW fencer, a new or refurbished unit will be sent. If Woodstream is unable to repair an OOW fencer, we will destroy the fencer unless otherwise noted on your initial request. Payment for out of warranty repairs will be charged to your Woodstream account and is due within 15 days after receiving the fencer.

**If an RGA number is not obtained prior to sending products back, a \$15 service fee per unit, will be applied.** A form has been provided to simplify the requested information. Please see attached.

If you have any questions about the return or repair process, please call 800-800-1819 x399 or email us at [RGA@woodstream.com](mailto:RGA@woodstream.com).

Thank You,  
Woodstream RGA Team

[www.woodstream.com](http://www.woodstream.com)

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# WOODSTREAM

## Return/Repair Request Form

\*Before returning product for credit/repair, you must obtain an RGA from Woodstream\*  
\$15.00 Service Charge for all products returned without an RGA number

### Submitted By:

Company Name:

Name:

Date:

Address:

City:

State/Province:

Postal Code:

Telephone Number:

Fax Number:

Email Address:

Bill Through:

Store Number:

### Product Information –

Please provide Woodstream with the following information.

please check one based on consumer request and criteria below:  Credit OR  Repair

Qty	Model#	Serial #	Reason for Return

\*If out-of-warranty fencers cannot be repaired, would you like Woodstream to (please check one )

Destroy OR  Send back

### Warranty Information:

- Credit or repair will be issued to the dealer if unit(s) are returned within 1\* year of original purchase. If the serial number provided is out of warranty, proof of purchase is required. (Fi Shock & Zareba fencers).
- Credit will be issued to the dealer if unit(s) are returned within 30 days of original purchase. *Proof of purchase and proof of return receipts are required.* (Mosquito Magnet)
- Questions? Please contact us at 1800-800-1819, extensions are as follows:
  - o Zareba/FiShock credit or repair ext 399 (Email: RGA@woodstream.com)
  - o Zareba/Fi Shock Technical help ext 498
  - o Mosquito Magnet Repair and Technical help ext 436

\*DO NOT WRITE BELOW THIS LINE -THIS FORM WILL BE RETURNED TO YOU WITH THE RGA INFORMATION FILLED IN BELOW

### Return Policy:

- RGA number must be visible on the outside of the packaging/shipment.
- RGA number expires after 45 days of being issued.
- Upon receipt of good(s) – credit will be issued to account if applicable
- Products that are sent back without an RGA number will be charged a service fee of \$15.00 per unit

<u>RGA NUMBER</u>	<u>RETURN TO</u>	<u>MODEL#</u>	<u>Out of Warranty Cost</u>
	<b>US</b> - Woodstream Corp. 5360 N. National Dr Knoxville, TN 37914 <b>Canada</b> – Woodstream Corp 25 Bramtree Court, Unit 1 Brampton, ON L6S 6G2		

**\*Product cannot be returned for credit or repair without a Return Authorization Number\***  
**Please fax this form and proof of purchase receipt(s) to 1800-800-1770**  
**Questions regarding returns/repairs, please call 1800-800-1819 x 399**