

## RMA / Returns processes For USA retail customers

**If a product has stopped working properly, FIRST contact Thinkgrow / Trolmaster Tech Support.  
All exchanges require an RMA#.**

**Phone: 877-420-9876 (M-F 8am-5pm MST)    Email: [rma@trolmaster.com](mailto:rma@trolmaster.com)**

### ***Tech Support troubleshoots and issues an RMA # to the customer***

- 1) Prior to issuing an RMA#, we must confirm the unit is defective through troubleshooting. Before ANY unit is returned or exchanged, the retail customer is required to first contact Tech Support and speak with our support team. We will troubleshoot the problem over the phone. If we cannot solve the problem, we will issue an RMA to the retail customer.
- 2) The retail customer provides the required information. (Name, phone, email, address if shipping direct to customer, product, serial#, and receipt/proof of purchase may be required.)
- 3) The retail customer is emailed the RMA Form which includes RMA#, retail customer's info, defective product, and serial number.
- 4) The retail customer takes the RMA Form and defective unit to their retailer to do the exchange, or the retail customer may have a replacement shipped directly to them. *\* Returns/exchanges are at the retailer's discretion.*

### ***Retailer Exchanges Product With an RMA***

- 1) The retail customer provides the RMA Form to the retailer.
- 2) After the retailer exchanges the product and attaches the RMA# to the defective unit (**Do Not write on product**), the retailer notifies TrolMaster/Thinkgrow Tech Support by email or phone that the product has been exchanged. Provide the RMA# and what product was exchanged.
- 3) A replacement unit and return label will be shipped to the retailer.
- 4) Using the provided return label, please make sure the RMA# is on the label or box and return the defective unit.  
*\*If a replacement has been sent to the retailer and the defective unit is not returned within a reasonable timeframe, the retailer may be charged for the unit.*

### ***Retailer Exchanges Product Without an RMA***

- 1) If the retailer chooses to exchange the product for a retail customer without an RMA #, a replacement will not be sent until Tech Support has received the unit and tested it.
- 2) An RMA # can be issued to the retailer for testing. The retailer will call or email and provide product ID, serial #, and what the problem is for units being returned.
- 3) The retailer will be responsible for shipping untested units to Tech Support  
**Ship to: ThinkGrow RMA Dept. 315 E Enterprise Dr. Pueblo, Co 81007**
- 4) If it is a defective unit, it will be replaced. If it is a working unit, it will be returned to the retailer as is. Units that have been misused or are out of warranty will not be replaced or returned.

#### ***\*NOTE:***

- A) Thinkgrow - LED's model W, H and V** have replaceable LED bars and power supplies (driver). There is no need to replace/exchange the complete LED fixture. We will replace the driver or the light bar.
- B) TrolMaster - The Main controllers**, such as **HCS-1, 2 and 3, NFS-1 and 2 or CDA-1** are sold in sets. There is no need to replace/exchange the complete set. **ONLY** Exchange the "brain"/main controller. Do not give the retail customer the component parts (Sensors, cables, power supplies, etc.) unless they are returning a complete set in the original box Remove the main controller from the box set you have in stock and give it to the retail customer for their replacement. You will only receive a replacement main controller (in a white box) to put back in the box set.
- C) TrolMaster – Sensors PPH-1,2, and 3** if dried out, it will void the warranty.

The **online RMA Portal** is convenient after hours and on weekends. **\*\*For multiple items, contact us via email or phone.**

**On the TrolMaster website. Select the "Support" tab and then select "Warranty (RMA)" this will allow you to:**

- 1) Create a New RMA Request - This is only a **REQUEST**; an RMA # will be issued after speaking to Tech Support.
- 2) Check RMA Status - Only RMA's beginning with an RA or RA- and issued after Feb 14, 2022, can be viewed.

*Thank You,  
ThinkGrow / TrolMaster Tech Support*