



Return Material Authorization (RMA) Policy

Contacting Us

CrewPlex, LLC support and service personnel are ready to help you with any issues you may have. All requests and questions should be directed to our Customer Service department via phone, fax, or email. Additional product support documentation is available for reference at www.crewplex.com.

Customer Service Department
CrewPlex, LLC
Email: customer.service@crewplex.com
Voice: +1.334.321.1400
Fax: +1.334.321.1162

Sending Equipment for Repair

Do not send any equipment directly to the factory without first obtaining a Return Material Authorization (RMA) Number from a dealer or from CrewPlex. Obtaining an RMA Number will ensure that your equipment is handled promptly. In addition, CrewPlex personnel will provide a Service Request Form (SRF) for completion and return via email or fax.

All shipments of CrewPlex products should be made via UPS, or the best available shipper, prepaid and insured. The equipment should be shipped in the original packing carton; if that is not available, use any suitable container that is rigid and of adequate size to surround the equipment with at least four inches of shock-absorbing material. All shipments should be sent to the following address and must include a Return Material Authorization Number:

CrewPlex, LLC Customer Service Department
Attn: Return Material Authorization #
205 Technology Parkway Auburn, AL 36830-0500

Product returns should follow this same procedure. Dead on Arrival (DOA) equipment should be handled by the dealer from which it was purchased; contact the dealer for further instructions. (If equipment was not purchased through a dealer, contact CrewPlex directly for disposition.)