

What Repair DO YOU NEED?



	PTL	PRINTER	WEARABLE
1	Fill out the online form on the Reddwerks website.	Check to make sure you've performed weekly maintenance and troubleshooting on your printer. If the printer is still not working after cleaning and other troubleshooting steps, fill out the online form on the Reddwerks website.	Check to make sure all items you want to ship for repair have their original serial numbers on each part. Fill out the online form on the Reddwerks website.
2	Contact the Reddwerks Repair Center if you have any questions or issues not explained online. You can also request an RMA Kit. Email: repairs@reddwerks.com Phone: 512.597.6869		
3	Obtain an RMA number via email or phone and write it down.		
4	Label each item (PTL, printer, or wearable) with the issue or reason for repair. Common repair issues include color LED failure, display failure, plastics failure, communication failure, button failure, etc.		
5	Package the devices for repair in a padded shipping container.		
6	PTL	PRINTER	WEARABLE
	Include the device and the face plate.	Include the battery and a full roll of label stock.	Include a ring scanner and battery with each wearable you send in for repair.
7	Place the completed RMA form on top of the items you're shipping to Reddwerks.		
8	Write your RMA number on the outside of the box.		
9	PTL	PRINTER	WEARABLE
	Ship items to Reddwerks. They should be returned to you within 5 business days from the date Reddwerks receives them.	Ship items to Reddwerks. They should be returned to you within 10 to 15 business days from the date Reddwerks receives them.	

REDDWERKS SERVICE CENTER CONTACT INFORMATION

Phone	512.597.6869	Email	repairs@reddwerks.com	Address	Reddwerks Service Center
After Hours	512.739.2121	Website	www.reddwerks.com		1122 S Capital of Texas Highway
					Suite 150
					Austin TX 78746