

Return Material Authorization (RMA)

A Return Material Authorization (RMA) as defined by Carrier Services Group, Inc. is an authorization for a customer to return a defective product to CSG in order to have the product repaired, replaced or to receive a credit towards another product.

CSG operates under the ISO 9001:2008 TL9000 standards of quality. As such, we have standardized many of our procedures involving the distribution of products and customer service. Please review CSG's RMA instructions for equipment return.

- If you need to return a product that was purchased from CSG and it is still under our warranty program please call or email your sales representative immediately to obtain an RMA number. You may then submit the RMA form to customerservice@csgroupint.com. If you'd prefer to do this electronically you can fill out and submit the RMA form under the RMA tab of this website.
- If you'd like to use our advanced replacement warranty member's program then you'll want to contact your sales representative directly to arrange for advanced replacements. If advanced replacements are sent and we do not receive the RMA equipment within 30 days, you will be invoiced for the replacement items also.
- All CSG units will have an in house warranty label affixed to it.
- If there is no warranty label present upon return, the warranty is then deemed void.
- After the RMA number is issued you may return the equipment to the address on the RMA form.
- Once the units are received, we will verify the equipment and then either issue a credit or replacements

Thank you for your cooperation in our effort to maintain the highest level of quality and customer service. If you do have any further questions, please do not hesitate to contact CSG representative at 330-373-1777.