

RCA CUSTOMER SUPPORT:

HOW TO RETURN PRODUCT



How To Return Your RCA Product

RCA Commercial Electronics is dedicated to providing you support in the event of a technical defect or concealed damage to your RCA product. All RCA products are covered by our **Advanced Replacement Warranty**. This provides for minimal downtime by offering advanced replacement shipping instead of on-site repair. We've provided steps below To take advantage of your **Advanced Replacement Warranty**.

Follow These Steps:



Gather **Supporting Documents**

Before contacting RCA Technical Support, get the defective unit's serial number, bill of sale, and a description of the product error.



Contact **Technical Support**

Contact the RCA Technical Support team at 1-800-722-2161 (option 1) and a Support team member will walk you through troubleshooting.



Troubleshooting your Product

RCA Support will work to troubleshoot the product. If it is determined to be a simple fix, the proper tools will be overnighted to your facility.



Shipping **Replacement Product**

If the unit is defective or troubleshooting did not work. A replacement will be sent with a call tag and prepaid shipping labels to return the defective unit.



Returning your RCA Product

Save your labels, and the packaging the replacement unit is sent in. Repackage your defective product & ship it back to RCA to complete your return.

WARRANTY PERIOD

Check the warranty period on your **RCA Commercial** product below:

BE Series Commercial Televisions

| 1 Yr. Advanced Replacement

HE Series Hospital Televisions

| 2 Yr. Advanced Replacement

LV Series Hospitality Televisions

| 2 Yr. Advanced Replacement

HV Series Personal Televisions

| 2 Yr. Advanced Replacement

RCA LED Lighting

| 5 Yr. Advanced Replacement

Contact Support



Toll Free Phone

1-800-722-2161 opt. 1

Tech support answered by humans



Email

support@rcacommercialtv.com

Tech support answered by humans



Corporate HQ

5935 W. 84th Street, Suite A

Indianapolis, IN 46278