



Return Material Authorization (RMA) process

You must obtain a valid RMA number before returning your product to Skypatrol.

Step 1

If your device is not functioning properly, please contact our support center.

support@skypatrol.com | 866.503.2884

Step 2

One of our support technicians will work with you to troubleshoot the device and determine the eligibility of a RMA.

Step 3

If it is eligible our technician will open a case, assign an RMA number and send you an email.

Step 4

After receiving the email from Skypatrol please carefully follow the instructions to return the product.

Step 5

Once Skypatrol receives the device you will be notified by email.

Step 6

Skypatrol will diagnose the device. Within 72 hours the evaluation will be ready.

Step 7

After evaluation, Skypatrol will repair or replaced with either new or a certified refurbished device. If a returned product is determined to be damaged as a result of improper packaging, liquid damage, misuse or modification of product, scratched or the case has been opened, it will be handled according to the out-of-warranty policy.

Step 8

You will be notified by email once we ship your new device along with the tracking number.

Remember, Skypatrol will not accept any packages without a valid RMA number written on the outside of the box.