



Returns Process

Step 1: Before Returning your Product

WyreStorm prefers that technical concerns are addressed in the field before issuing an RMA. Please ensure that the product issue is discussed with a Peats and/or WyreStorm Support specialist before arranging a product return.

Contact Peats on +353 1 626-4662 or WyreStorm's chat facility:
<https://www.wyrestorm.com/Contact/>

Step 2: Returning your Product

Once it has been established your product needs to be returned, please complete the Peats Returns process and include your product* and fault details on our returns form (which can be downloaded [here](#))

****For in warranty replacement agreed with WyreStorm in advance, Peats will directly replace the faulty unit excluding accessories such as power supply/cables originally included in the box. The customer should retain these accessories to be used with the replaced unit.***

The following items should be included when sending your product to us:

- Product(s) listed on the returns form.
- A copy of the returns paperwork.

Step 3: Conditions of returned unit(s) to WyreStorm

Product(s) returned to WyreStorm should be in good condition and include all the accessories that originally came with the product(s). Upon receipt at WyreStorm all returned product(s) will be inspected and tested to verify operational defects as well as units' physical condition.

- WyreStorm reserves the right to issue credit, repair, or replace with a Certified Refurbished unit for any product within warranty.
- WyreStorm reserves the right to issue in field destroys of faulty products on a case by case basis.

Out of Warranty Repair RMAs

An RMA can be requested for an out of warranty repair, the dealer/distributor will be responsible for any cost incurred for parts, labor, and shipping for the repair. Repairs are usually handled within 7 business days depending on the availability of parts.

- A €110 diagnostic fee will apply to all out of warranty repairs.