



Return Merchandise Authorization (RMA) Policy

The RMA Process assists our customers when they have a claim against their warranty or when they have problems with their product outside the [warranty](#) period.

When a customer experiences a problem with an Arc product, their first action is to contact their customer support representative. Customers should also review [Maintenance and Support Services](#) available to them. Customers may be required to provide order, product or similar information in connection with Arc's consideration of a return.

When the customer calls Customer Support, the following process takes place:

1. Customer Support works to diagnose and solve the problem remotely if possible.
2. If the problem cannot be solved remotely, Customer Support may issue an RMA to identify and track the return/repair of the product, which is at Arc's discretion.
 - An RMA is valid for 30-days from the date of issue.
 - If the product is not covered under warranty or an extended service plan, the customer is charged for material, labor and shipping and related expenses.
3. The customer returns the defective product in proper packaging.
 - The customer is responsible for damage or destruction of the product caused by improper packaging or handling.
 - The product is returned to Arc to the address as indicated in the RMA., unless otherwise instructed by Customer Support.
 - The RMA number must be placed visibly and clearly on all shipping documentation, associated correspondence, and all shipping containers.
4. Credit or exchange returns may be subject to a recertification fee to cover costs of repackaging and retesting returned product.
 - Arc will accept credit requests within 30 days of initial purchase.
 - For applicable items, such as consumables, product should be returned in original packaging and received in like new condition.
5. Upon receipt of the product, Customer Support logs the product, analyzes the problem, and repairs the product within ten (10) business days from receipt at Arc.
6. Customer Support repackages the product for return, communicates with the customer, and closes the inquiry at the completion of the RMA.
 - Unless indicated differently from Customer Support, Customer is responsible for return shipping, or any other expenses associated with the delivery of the RMA to the designated Arc facility.

Returns are only permitted as provided in Arc's [master terms and conditions of sale](#) or as otherwise agreed by an authorized officer of Arc in writing and can be changed without notice. Products sent to Arc for return without advance written authorization will not be accepted.

QUESTIONS?

Contact Information

Customer Support Email: support@desktopmetal.com

Phone: 833-DMHELPS (364-3577)

Support Hours: 8:00am – 6:00pm, Monday – Friday (EST)