



Pyramid Return Materials Authorization (RMA)

Pyramid prides itself on service and offers factory service by trained service technicians to its customers. Should our products require service please review the steps below.

1. Please contact Pyramid at support@pyramidacceptors.com or (480) 641-9733. You will then be in contact with a support technician that will lead you through the troubleshooting process. Should service be necessary the technician will then guide you through the RMA process.
2. You will be asked to provide the serial and model number as well as a description of the malfunction or defects when requesting a RMA number. The RMA number, a phone number and your contact information must be displayed on the exterior of the returned product packaging. *Pyramid is unable to accept responsibility for any return without prior authorization.*
3. Ship direct to the factory at:

Pyramid Technologies, Inc.
Attn: Service Department
1718 North Quail
Mesa, AZ 85205

Warranty Information:

All products are equipped with a two year factory warranty.

Example Serial Number: S/N: 103800001

In this example, the first two digits are the year of manufacture (2010).
The week of manufacture is week **38** of 2010.
The sequential production serial number is **00001**.