

Return/ Damage or Warranty Claim

Fill out the form below for returned items, damaged items, or items under warranty.

How do I return an item?

General Return Policy:

Purchaser must obtain a return merchandise authorization number (RMA) from Frieling. The RMA number must be clearly marked on all shipping cartons and paperwork; otherwise the shipment may be refused. Purchase must sent return prepaid, insured, and properly packaged. No refund, or lesser refund, will be given if returned poorly packaged and thus damaged.

Please fill out and submit the form below or email us at service@frieling.com and we will provide the RMA number within 1 business day.

Frieling products have a non-transferable exclusive warranty when purchased from an authorized reseller