|  |
| --- |
| **Please fill out all relevant information and send to purchase@rr-om.com**  * Claims will be reviewed as soon as possible * We do not require faulty products to be shipped back to our warehouse, only picture evidence is required * If you purchased product outside of our eCommerce website <http://www.rr-om.com/> please address your concern to the retailer you purchased it from * **Before** sending us your request please see our [FAQs](https://www.rr-om.com/faq-2/) for additional product information that may be relevant to your claim   Kindly attach your sales receipt and any imagery that enables us to review the claim below. **For mats, please attach a full-length picture and a zoomed in picture of the defect.** |

**CUSTOMER INFORMATION**

|  |  |
| --- | --- |
| Name |  |
| E-mail |  |
| Country |  |
| Phone Number |  |
| Order Number |  |

**PRODUCT INFORMATION**

|  |  |
| --- | --- |
| Product Name |  |
| Color |  |
| Date of Purchase from RR-OM |  |

**PLEASE ANSWER THE FOLLOWING QUESTIONS:**

|  |  |
| --- | --- |
| Description of the issue: |  |
| When was the issue first noticed? |  |
| Date of purchase? |  |
| What type of yoga do you practice? |  |
| How often do you practice? |  |
| How do you keep the mat stored? |  |
| Where do you keep the mat stored? |  |
| How do you clean the mat? |  |
| How often do you clean the mat? |  |
| What type of yoga do you practice? |  |
| How often do you practice? |  |
| How do you keep the mat stored? |  |
| Where do you keep the mat stored? |  |
| How do you clean the mat? |  |
| How often do you clean the mat? |  |