

SUPPORT CHECKLIST

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1 CONTACT SUB SUPPORT AND ACQUIRE A SUB SUPPORT TICKET (SST#)

Tell us anything you need to get you Subbing! You will receive this Support Checklist if you need to send components for repair or maintenance

2 SEND BELOW DETAILS TO support@sublimatorHQ.com

NOTE: We encourage sending a typed email containing the details below to avoid processing delays. You may also scan or take a picture of this checklist when completed - please print legibly in ALL CAPS

FULL NAME _____ PHONE # _____

EMAIL ADDRESS _____

ADDRESS LINE 1 _____ COUNTRY _____

ADDRESS LINE 2 _____ POSTAL / ZIP _____

ITEMS FOR ANALYSIS _____

USER REPORTED MALFUNCTION _____

SUB Support needs to confirm which refinery components require Analysis: detailed User Reports and Images help us!
NOTE: All MONKEY CONTROLLER and HEATING CORE related Tickets require both items for Analysis.

**** PROOF OF PURCHASE REQUIRED FOR WARRANTY REPAIRS ****

DATE OF PURCHASE _____ LOCATION PURCHASED _____

3 ACQUIRE RMA# FROM SUPPORT PROVIDED RMA# _____

Once we have verified your needs, we will provide an Return Merchandise Authorization # for processing

4 SAFELY PACKAGE YOUR ITEMS FOR SHIPMENT

Mark your package as a "COMPONENT REPAIR" | Value of \$1.00 and pad your items individually and thoroughly to prevent damage

**WARNING: ALL ITEMS MUST BE
CLEANED OF ALL HERB, OIL AND
RESIDUE BEFORE SHIPMENT.**

5 SHIP from YOUR PREFERRED POST OFFICE

Complete a shipping label with the details listed to the right and pay for shipment at your local post office

SUB SUPPORT ADDRESS

SUBCULTURE INC
SUITE #477
7184 - 120 STREET
SURREY, BC V3W 0M6
CANADA

6 COMPLETE!

Please refer to our website for Current Wait Times

We will contact you with options after a SUB Technician completes the initial Analysis of your unit. Thank you for choosing SUB Support!

REQUIRED ON EXTERIOR LABEL:

- Provided RMA#
- Sender Address

SEE PAGE 2 FOR PRINTABLE SHIPPING LABEL

CUT OUT AND ATTACH TO EXTERIOR OF SHIPMENT BOX

WARRANTY / COMPONENT REPAIR

FROM / DE:

TO / A:

SUBCULTURE INC.
SUITE #477
7184 - 120 STREET
SURREY, BC V3W 0M6
CANADA

**PACKAGE
VALUE**

RMA# (REQUIRED)

We reserve the right to refuse delivery of any packages that do not have a RMA# issued. Please contact support@sublimatorhq.com for assistance.