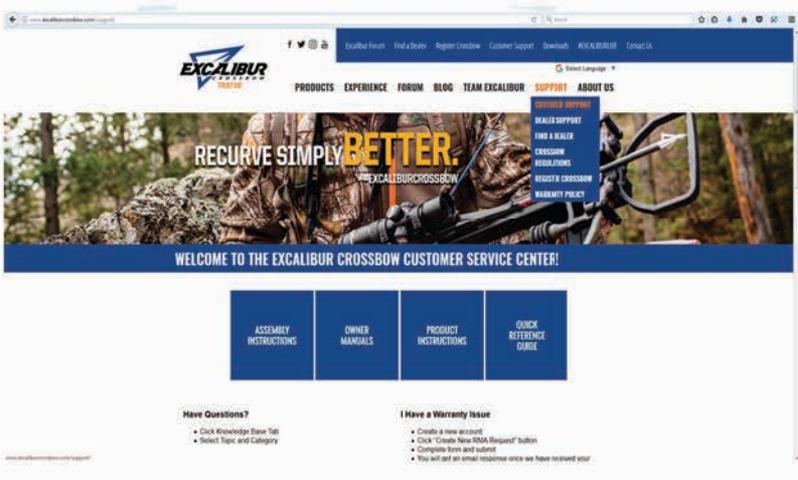


How to use the Excalibur Crossbow Customer Service System and create an RMA

1. Go to the Excalibur webpage www.excaliburcrossbow.com.
2. Select "Support" and then "Customer Support".



Welcome to the Excalibur Crossbow Customer Service Center!

Have Questions?

- Click Knowledge Base Tab
- Select Topic and Category

I can't find an answer to my question.

- Create a new account
- Open new Ticket
- Select topic and category
- Input your question
- Click the submit button

I have a warranty issue.

- Create a new account
- Click "Create New RMA Request" button
- Complete form and submit
- You will get an email response once we have received your RMA request.

How do I follow up on my warranty return?

- Click "View My RMAs"
- Click on the RMA number to see complete details regarding the status of your return.

The goal of our system is to enhance your customer service experience and to better serve your concerns 24/7.
If you have any suggestions or concerns please contact us at: 1-800-463-1817 or warranty@excaliburcrossbow.com

3. Click on "create a new account".



4. Input your information including email address. Record your user name and password for future use. You will only need to do this once.

A screenshot of the Excalibur Crossbow Customer Service Center registration form. The form is titled "You are registering an individual account." and includes the following fields: "First Name *", "Last Name *", "Email Address *", "User Name *", "User Password *", and "Verify User Password *". A blue arrow points to the "First Name" field. The "User Name" field has a note "Minimum of 5 characters." and the "User Password" field has a note "Minimum of 6 characters." There is a "Continue" button at the bottom of the form.

5. Input your user name and password and click the “login” button.

Home Knowledge Base

Log In

Please login with your User Name and Password. If you don't know the appropriate User Name, please contact our support team for assistance.

User Name * joesmith

Password * [Forgot Password?](#)

Login

6. Once in the customer service area, click on “Create RMA Request”.

Home RMAs Support Requests Knowledge Base Account Profile

LOGOUT

Support Requests

- View Support Requests**
View active support requests
- Request Technical Support**
Open a new support request

RMA Requests

- Create RMA Request**
Request a new RMA to return a product to us
- View RMAs**
View active and completed RMAs

Knowledge Base and Downloads

- Knowledge Base**
View frequently asked questions in our knowledge base
- Downloads**
Download files

7. Enter your complete shipping address and contact information.

Home RMAs Support Requests Knowledge Base Account Profile

Contact Information

Company

Contact * Joe Archery

Email * Joe@archery.com

Phone * 123-456-7899

Fax

Address Line 1 * 1 Archery Lane

Address Line 2

Address Line 3

City * My Town

State/Province * New York

Zip/Postal Code * 123456

Country * USA

CC1

Billing Address

Same as Contact Address above

Company

Contact Joe Archery

Email Joe@archery.com

Phone 123-456-7899

Address Line 1 1 Archery Lane

Address Line 2

City My Town

State/Province New York

Zip/Postal Code 123456

Country USA

Shipping Address

Same as Contact Information or Same as Billing

- Select the type of product, product model, problem, the quantity of items and input any other information regarding the issue. When complete click the “continue” button.

Exalibur Crossbow Return Process Form

Product Issue Information Help

Type of product * Crossbow Product model * Phoenix

Quantity 1 Problem * drove over crossbow

More on Problem
I drove over my crossbow by mistake and broke the limb. Please contact me with a quote to fix it.

- Check to confirm the information is correct. If you need to make corrections simply click the “go back and correct information” button. Once satisfied the information is correct, click the “Unit information correct-continue” button. The next screen will confirm you have added a unit to the RMA , if you wish to add another unit click on the " Add Another Unit to this RMA" button. To complete the RMA click on " Complete RMA" You have now entered an RMA in the system. You will receive an email confirming that you have entered an RMA. Once the RMA is reviewed by our warranty staff you will receive another email giving directions ship your defective item. You will be notified of all aspects of your warranty when it was shipped back to you and the waybill number for tracking.

Summary of RMA Request

To add additional units to this RMA, click the Continue button.

Product Issue Information Help

Type of product Crossbow Product model Phoenix

Quantity 1 Problem drove over crossbow

More on Problem
I drove over my crossbow by mistake and broke the limb. Please contact me with a quote to fix it.

Number of Units: 1

Selecting more than one unit will create an RMA with multiple units with the same field values.

You have added a unit to the RMA, you may add another unit to the RMA, or complete the RMA by selecting the appropriate option below.

Units						
Product model	Problem	Accessory - Used	Accessory Problem	Scope - Not Used	Scope Problem-Not Used	Shipped by
Phoenix	drove over crossbow					Canada Post

10. The next screen will provide a summary and will display the RMA number. To print the RMA click on the print icon such as a picture of the printer you can login to the system if you need to.

Home RMA's Support Requests

Your RMA Request has been Submitted. [Click Here to go back to a list of your RMA's](#)

We will review your RMA request and then contact you with further information.

RMA No. EXA10023938 (Current State: Submitted)

Add Related Attachment Print RMA

Product Issue Information

Type of product	Crossbow
Quantity	1
More on Problem	I drove over my crossbow by mistake and broke the limb. Please contact me with a quote to fix it.

Receiving Information

Receiving Notes	
Received by:	
Repair Pending	No

Company

1 Archery Lane
My Town
New York
USA

Contact

Joe Smith
T: 123-456-7899
Joe@archery.com

11. To view completed RMA's click on the "List Completed RMA's" button.

Home RMA's Support Requests Knowledge Base Account Profile

RMA Requests which are currently active are listed below. To view completed RMA's, click the "List Completed RMA's" button.

Create New RMA Request Create RMA Request and Attach Units File List Completed

Search By: RMA No Search For:

From: 01/01/2010 To: 02/22/2017

Showing RMA's 1...1 of 1

RMA No	Serial No	Submitted On	Current State	Date of Current State
EXA10023938		Feb 22, 2017	Submitted	Feb 22, 2017