

May 13, 2025

Hello Valued LMI Customers,

We're writing to inform you of important updates to our shipping procedures for items being sent to our third-party logistics (3PL) provider. These changes are being implemented to ensure the efficient processing and tracking of your shipments and returns, ultimately providing you with a better experience.

Effective immediately, please adhere to the following requirements:

1. Tracking Number for Shipments to the 3PL:

- **All shipments** being sent to our 3PL **must** have a valid tracking number from the carrier used.
- This tracking number **must be provided to us** at the time of shipment notification. Please include this information in your communication.

2. RMA Number on Shipping Label and Box:

- For all returns, a valid **Return Merchandise Authorization (RMA) number is mandatory.**
- This RMA number **must be clearly and legibly displayed on both the shipping label and the exterior of the box** being returned. Please ensure the RMA number is prominently visible to facilitate easy identification upon arrival at our 3PL.

Important: Failure to comply with these new requirements will result in the following:

- **Misplaced Packages:** Shipments without a provided tracking number may experience delays or become difficult to locate within our 3PL's receiving process.
- **Refused Shipments:** Returns arriving without a clearly visible and valid RMA number on both the label and box will be refused and returned to the sender.

We understand that these changes may require adjustments to your current processes, and we appreciate your cooperation in implementing them. These measures are crucial for maintaining the accuracy and efficiency of our logistics operations and ensuring your shipments and returns are handled smoothly.



If you have any questions or require further clarification regarding these new requirements, please do not hesitate to contact our customer support team at orders@lmi3d.com.

Thank you for your understanding and continued partnership.

Sincerely,

The Sales Support Team