

October 28, 2025

Product Notice: Update to Our RMA Request

We are writing to let you know about an important update to our Return Merchandise Authorization (RMA) process. To provide you with a more streamlined and efficient experience, we will be transitioning all RMA requests to a new form on our webstore (<https://customer.lmi3d.com>). If you don't have access, no problem, click on "request webstore access" and one of our team members will provide you with instructions to create your account.

Effective immediately, you will be able to submit and track all new RMA requests directly through our webstore. This new system offers several benefits:

- **Faster Submissions:** A simple, guided form that helps you submit your request quickly and accurately.
- **Warranty Look up:** You can easily check the warranty status of a serial number.
- **Centralized History:** All your past and current RMA requests, order status, and invoices will be in one convenient place.
- **Required for Repairs:** Please note that uploading a purchase order will now be required for all service RMA requests. For a repair price list, please contact your LMI sales representative.

The current method of submitting RMA requests via email will be phased out on **December 1, 2025**. After this date, we will no longer be able to process requests sent to repairs@lmi3d.com.

Additionally, we encourage you to begin entering your purchase orders directly through the webstore instead of submitting them to orders@lmi3d.com. The ability to submit orders to this email address will also be deactivated soon. We understand this may not be possible in all circumstances, and we encourage you to bring any concerns to our attention by emailing the team at orders@lmi3d.com.

Attached is a step-by-step guide on how to use the new RMA request feature.

We are confident that this new process will improve your experience. If you have any questions, please do not hesitate to contact our support team at orders@lmi3d.com.