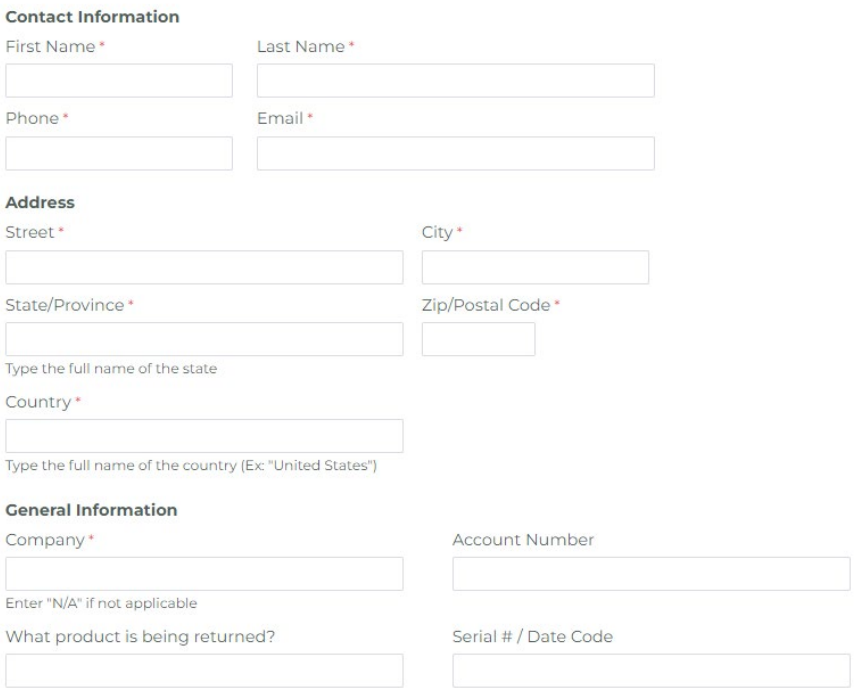
ANEST IWATA Americas, Inc.
9525 Glades Drive
West Chester, OH 45011

New Return Goods Process Guide

ANEST IWATA recently revamped our Return Goods Process Form, designed to streamline and enhance our return procedures. If you have a claim, please refer to the instructions below to submit your request. Our dedicated team is committed to promptly addressing your concerns, ensuring a quick resolution. Thank you for choosing ANEST IWATA—we appreciate your continued trust and partnership.

Step 1: Visit the link below to access the form. The link will take you to our Return Goods Process page where you will see a form like the image below.

https://www.tfaforms.com/5045375



Contact Information

First Name *
Last Name *
Phone *
Email *

Address

Street *
City *
State/Province *
Zip/Postal Code *
Type the full name of the state
Country *
Type the full name of the country (Ex: "United States")

General Information

Company *
Enter "N/A" if not applicable
Account Number
What product is being returned?
Serial # / Date Code

Step 2: Fill out the information on the form. All Red Star (*) Items are required before you can continue to the next page. Once you have filled in your information, press submit, and you will be sent to page 2. For Warranty claims a proof of purchase must be provided.

Step 3: Page 2 will ask you specific questions about the product issue. Please attach any pictures or videos of the issue and provide as much detailed information as possible. Once you finish and submit, you will receive an automated email that your inquiry has been submitted.

An ANEST IWATA technician will reach out to you within 1-3 business days to discuss the next steps. During this communication, the technician will assess whether your repair can be managed by shipping out parts or if an RMA (Return Merchandise Authorization) will be issued for you to send the product to our facility for inspection and repair.

When returning products to ANEST IWATA please make sure to remove any optional accessories such as adaptors or regulators.

If you are inquiring about submitting multiply guns for service, please make that information clear on the form and when discussing with the service tech.

If you have any questions or concerns regarding this procedure or a returned good, please contact your sale representative or our customer service team.