

Step 1

How to submit an RMA

- A.** Click on Quick Links on Aaron's Teamonline
- B.** On the lower right-hand side, you will find Return Merchandise (RMA)
- C.** Gm's will need to sign in with their credentials

Emergency Response Information

Aaron's TEAMonline

Phone Directory Quick Links Departments Pathway Aaron's Cares TEAMwork Tir

TIME TRACKING

TEAMwork

Dayforce

Timeclock

HUMAN RESOURCES LINKS

Team Member Handbook

Team Member Referral Program

Careers

Payroll

A-GAME

Benefits & Compensation

Employment Verification

Payroll Live Chat

Code of Conduct

Open Positions - Field/SALO Management & Divisional

Human Resources

NATIONAL SUPPORT CENTER - 678-402-0015

Enterprise Self Service (ESS)

Vendor Management

Password Help

Email Support@aarons.com

NSC Live Chat

Store Hardware Catalogue

STORE RESOURCES

Learning Management System (LMS)

Apparel

Online Ordering

SWORD

Webmail

EZ Pay

PALMSnow

Pathway

Product Center Warehouse Ordering App

Cycle Count Inventory

Surebill

Transfer Engine Portal

MerCat

Expense Reports

CustomerCore

Return Merchandise (RMA)

Order Parts

fmPilot & Facility Maintenance

Aaron's

C Sign In

Username

This field cannot be left blank

Password

This field cannot be left blank

Sign in

Forgot password?

Unlock account?

Help

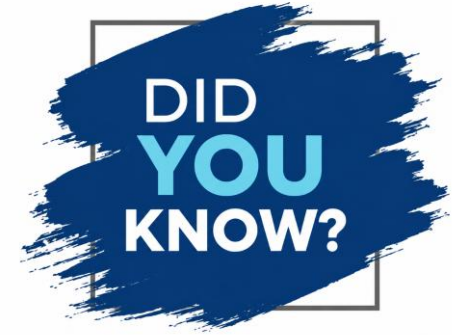
Aaron's cares
HOTLINE
866-453-5144 aarons-cares.ethicpoint.com

Aaron's strictly prohibits unlawful retaliation against any associate who, in good faith, reports a policy violation, opposes a policy violation, participates in an investigation, or is associated with someone who engages in any of these activities. Aaron's does not tolerate retaliation against individuals for reporting complaints or unethical conduct in good faith to the Company's Hotline.

How to submit an RMA

Step 2

- A. Click on New Claim
- B. Input your store number (C####) (F####)
- C. Input the 10-digit item number.



- You have 30 days; from the time an item is received in your store to submit a claim.
- Please submit Woodhaven claims to C0D09 on the RMA page & email a copy of the claim form to whservice@woodhavenfurniture.com
- Please submit External Expanded aisle claims on the RMA page under C0D60 & e-mail a copy of the claim to C0D60@aarons.com

- Questions? We have answers
- Ruben.Bojorquez@aarons.com
- Johnny.torres@aarons.com



Aaron's RMA Application

Welcome Johnny Torres

[New Claim](#) | [Search](#) | [Reports](#) | [Aaron's Home](#) | [Phone List](#) | [Vendor Warranty](#) | [Vendor Contact Info](#) | [SaLO Manual](#)

New Damage Claim

Please enter the appropriate store and item number.

NOTE: If you notice rips, holes, wrinkles or tears on any box, no matter how small ... please inspect immediately.

DAMAGED MERCHANDISE SHOULD BE KEPT IN ITS ORIGINAL CARTON AND/OR ALL FOAM PROTECTORS AND PLASTIC SHOULD BE SAVED FAILURE TO DO SO MAY RESULT IN DENIAL OF CLAIM BY THE VENDOR.

The screenshot shows a 'Damage Claim Request' form with two input fields: 'Store:' and 'Item Number:'. A green arrow labeled 'C' points to the 'Item Number' field, and a red arrow labeled 'B' points to the 'Store' field. A 'Search' button is located below the input fields.

New Damage Claim

Please complete the information below. Click **Submit** to submit this Damage Claim Request.

NOTE: If you notice rips, holes, wrinkles or tears in any box, no matter how small ... please ... immediately.

DAMAGED MERCHANDISE SHOULD BE KEPT IN ITS ORIGINAL CARTON AND/OR BUBBLE FOAM PROTECTORS AND PLASTIC SHOULD BE SAVED FAILURE TO DO SO MAY RESULT IN DENIAL OF CLAIM BY THE VENDOR.

Store # C07
Address: 452
City: Phoenix, AZ 85364
Store Phone Number: 928-329-5735
Franchise: N/A

Edit Item(s)

Item Summary

Item #	SKU/ Vendor	Serial #/ Model #	Description	Cost	PO #	Status
1904896640	SKU: 7301A11 Vendor: ELEMENT TV COMPANY, LP Vendor #: 135140	Ser: HE2512549A00016831904896640 Mod: EMQ600AE100G-G	ELEMENT 100" 4K MINI-LED QLED TV	FC: 1562.65	9039661	RECO

Damage Claim Request

Damage Image(s):
Image File: No file chosen
Image Description:
Note: Uploading an image may take a few seconds. Please be patient.

Damage Explanation:

Comments:

Fulfillment Center:

Bill of Lading/Tracking:

Vendor Return Address:

Carrier:

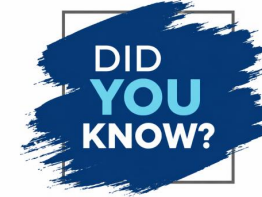
1) Can Merchandise Be Repaired? ☐ Yes ☒ No If yes, provide estimate

2) Can Merchandise Be? ☐ Discounted ☒ Full Credit If discount, what is percentage? Please enter percent (0-100)

3) What Kind of Damage Is This Claim For? ☒ Visible ☐ Concealed ☐ Inbound ☐ FC Warehouse

How to submit an RMA

Step 3



- Questions? We have answers
- Ruben.Bojorquez@aarons.com
- Johnny.torres@aarons.com

A. Minimum of 6 pictures, top, bottom, 4 sides of the box plus additional pics of damage to the item with a clear legible view of the serial.

B. Please describe in detail the damage or issue.

The more info the better, just saying "It's broken" will lead to a longer process time & possible rejection.

C. If this is your third broken HB, tell us, second dented washer? Tell us, a certain manufacturer not packing properly? Tell us! This is your chance to communicate your dissatisfaction!

D. Is the item from the FC (C0D09), **Woodhaven (C0D09)** or **External expanded Aisle (7000 #'s) (C0D60)**

E. Can the item be fixed by a local vendor? If so, how much?

F. Can the item be sold at a discounted price?

G. Was the box damaged? No? Then it's concealed.

- Please submit Woodhaven claims to C0D09 & whservice@woodhavenfurniture.com, a copy of the claim form is needed for you to receive a credit memo.

Searching for a submitted RMA

- A. Start with your store number
- B. Under RMA status, leave all (it will show you in process, Accounts paid, cancelled, discounted)
- C. Click search
- D. View/ Edit claim for your RTV# & is also broken down on next page.

Aaron's RMA Application

Welcome Johnny Torres

[New Claim](#) | [Search](#) | [Reports](#) | [Aaron's Home](#) | [Phone List](#) | [Vendor Warranty](#) | [Vendor Contact Info](#) | [SaLO Manual](#)

- E. Different RMA status
- Discount
 - Cancelled
 - Accounts Paid

Damage Claims Search

Please enter the appropriate search parameters below.

Search Parameters

Show Advanced Search

Item Number:

Req Number:

Store Number:

c0774

SKU:

RMA Status:

All

Source:

C0D09

Search

Clear All

Page Size: 25

Results are limited to top 25 matching claims. Refine your search parameters if necessary.

Item# / Model# / Serial#	Req# / RMA# / Status	FC / Store / VRA#	SKU / Vendor / Vendor ID	DateReg / DateProc / DatePaid	Links
Item #: 1904898030 Model #: EA Serial #: HEC01C11575	Req #: C0774-436 RMA #: RMA Status: Discount	Source: C0D09 Store: C0774 VRA #:	SKU: 7401HNX Vendor: ELEMENT APPLIANCE - 8 Vendor ID: 136558	Requested: 4/8/2026 Processed: 4/13/2026 Updated: Paid:	View Claim Edit Claim
Item #: 1904883522 Model #: 8- Serial #:	Req #: C0774-435 RMA #: RMA Status: Cancelled	Source: C0D09 Store: C0774 VRA #:	SKU: 7803VT1 Vendor: WOODHAVEN ENTERPRISES LLC Vendor ID: 138837	Requested: 2/13/2026 Processed: 2/26/2026 Updated: Paid:	View Claim Add Comments
Item #: 1904866563 Model #: EV5BDR Serial #:	Req #: C0774-434 RMA #: 348453 RMA Status: Accounts Paid	Source: C0D09 Store: C0774 VRA #:	SKU: 7603K26 Vendor: IDEAITALIA Vendor ID: 46254	Requested: 2/13/2026 Processed: 2/18/2026 Updated: 2/25/2026 Paid: 2/27/2026	View Claim Edit Claim

AARON'S INC. DAMAGE CLAIM SUMMARY STATUS: DISCOUNT

[Printer Friendly](#)

RMA Number: Empty on purpose **RMA Status:** Discount (423.25)

Requisition Number: Auto filled for you **Requested By:** Auto filled for you

Date Requested: 3/25/2026 **Processed By:** Ruben Bojorquez

Franchise Name: N/A **Source:** C0D09

Original Invoice Number: 9265810

Credit Amount:

MDF Credit Amount:

PIP Credit Amount:

Vendor Return Authorization #:

Bill Of Lading:

Carrier:

Credit Memo: Not Available

Vendor Credit Return: [Click to View](#)

[Send an Email](#)

Credit To: Aaron's Inc.
P.O. Box 100039
Kennesaw, GA 30156-9239
Attn: AP Inventory

Company: 30 **VENDOR:** 136558 - ELEMENT APPLIANCE - 8
392 HWY 321 BYPASS S
WINNSBORO, SC 29180 **PICK UP/SHIPPED FROM:** Auto filled for you

Click [HERE](#) to open the **Inventory Profile** app.

Item #	SKU/ Vendor	Serial #/ Model #	Description	Cost	PO #	Status
Auto filled for you	SKU: 7405NBK Vendor: ELEMENT APPLIANCE - 8 Vendor #: 136558	Ser: Auto filled for you Mod: ENR18TFGCW	17.6 CF TM REFRIGERATOR-WHITE	FC: 423.25	5352960	AVL

Damage Claim paid by FC

A. When an RMA is credited by your FC
It is shown as a discount.

B. To verify that you received full credit for an item,
review the FC: cost below.

C. Use the six- digit number from the original
date requested on the left as your return to vendor
code.

D. In this instance, the code would be 032526.



- FC credit is issued when damage occurs during transit or through handling by the FC.

- Have questions concerning a partial credit?
Reach out to your local FC.

- Questions? We have answers
- Ruben.Bojorquez@aarons.com
- Johnny.torres@aarons.com

AARON'S INC. DAMAGE CLAIM SUMMARY STATUS: ACCOUNTS PAID

[Printer Friendly](#)

RMA Number: 349192 **RMA Status:** Accounts Paid

Requisition Number: **Requested By:** Ruben Bojorquez

Date Requested: 3/31/2026 **Processed By:** Ruben Bojorquez

Franchise Name: N/A **Source:** C0D09

Credit Memo Number: 20907 **Original Invoice Number:** 343792

Credit Amount: 699.00

Credit Memo Date: 4/24/2026 **Vendor Return Authorization #:**

MDF Credit Amount:

PIP Credit Amount:

Store/FC Amount: 699.00 **Bill Of Lading:**

Credit Entered By: Ruben Bojorquez **Carrier:**

Vendor Credit Return: [Click to View](#) **Credit Memo:** Not Available

[Send an Email](#)

Credit To: Aaron's Inc.
P.O. Box 100039
Kennesaw, GA 30156-9239
Attn: AP Inventory

Company: 30 **VENDOR:**
120530 - SUNSHINE COMPUTERS &
SOFTWARE INC.
D/B/A INNOVATION COMPUTERS
2244 NW 114TH AVE
SUITE A
MIAMI, FL 33172

PICK UP/SHIPPED FROM:

Click [HERE](#) to open the **Inventory Profile** app.

Item #	SKU/ Vendor	Serial #/ Model #	Description	Cost	PO #	Status
	SKU: 7360L4U Vendor: SUNSHINE COMPUTERS & Vendor #: 120530	Ser: Mod: MGN63LL/A	MACBOOK AIR M1 256GB SPACE GRAY	FC: 699.00	9024793	RENT

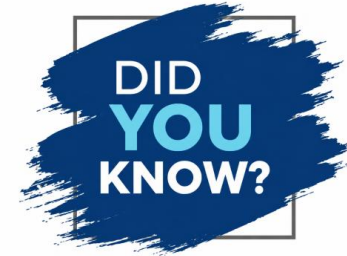
Damage Claim paid by vendor

A. When an RMA is credited by the vendor.
It is shown as accounts paid.

B. Use the six- digit number from the RMA Number
on the top left as your return to vendor code.

C. In this instance, the code would be 349192.

D. Click “Vendor Credit Return” for a printable copy
for your records.



- You have 30 days from the date received in your store to submit a claim.
- Vendor credit is issued when damage is concealed in the box or damage is direct from the vendor.
- If you have questions concerning a partial credit. Reach out to your local FC.

