



14359 Catalina Street San Leandro Ca 94577
 Phone 510-483-5000 (Fax) 510-614-8170

RETURN GOODS REQUEST FORM

INCOMPLETE INFORMATION MAY DELAY THE PROCESS OF THE RGA REQUEST

Company Name: _____ Date _____

Contact Name: _____ Phone # _____

Email: _____ Fax # _____

Invoice # _____ P.O.# _____

Only the products listed below will be accepted as authorized for return, they must be unused and in original packaging for full credit. Materials listed must be returned **within a 10 days of authorization.**

Will not accept any return after 90 days of the original purchase date.

Reason for Return

CREDIT _____ DEFECTIVE _____ REPAIR _____

REORDER
NO YES

Description of issue for products being returned:

BE SPECIFIC: DO NOT USE -BROKEN, DOES NOT WORK OR DEFECTIVE, INOP

SKU CODE #	Item Description	Qty	Restock %

All goods received by Access Hardware Supply are property of customer until credit is issued.

RGA Approval (AHS USE ONLY)

Issued by: _____ RGA Expires: _____

RGA # _____ Rep S/O _____

MARK CARTON WITH RGA# & INCLUDE RGA FORM WITH PRODUCT

FAX TO NANCY @ 510-614-8170



REMINDER OF IMPORTANT RETURN PROCEDURES

Please follow these procedures when returning materials to Access Hardware Supply:

- *Please be sure to repack the product so that it is secure and there are no loose parts or unprotected items.*
- *Please make sure that there is no writing or marks on the original manufacturer's box.*
- *Be sure to have your company's name and address along with the RMA # on the return label.*
- *Any items being returned to the factory will take a little longer to process; credit will be given as soon as we receive credit from the factory.*
- *Products that have been installed or any modifications made are not returnable. (ie: cut twisted or modified wires)*
- *Please ship only the items that are listed on your Return Authorization Form.*
- *If manufacturer finds there is no issue with product, freight charges will apply.*