



## *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.*



**ACCESS  
HARDWARE  
SUPPLY**

14447 Griffith Street, San Leandro Ca94577  
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**