

# RETURN MERCHANDISE REQUEST

Company		City/State	
Phone		Fax	
Requested by		Date	
Product Location			

The following information is required for each unit being returned							
Qty	Model #	LH RH	Invoice #	Invoice Date	Purchase Order#	Lot# (Opt)	Reason for Return

**Return Policies/Terms and Conditions:**

- All returns must have an approved RGA (Return Goods Authorization) number from our Returns Department.
- All returns must be in A-Grade quality condition; with copy of RMA (Return Merchandise Request) attached to returned product, ready for resale, without needed repairs, clean and free of debris. Skirt packs, boxes, or other packaging must be in good order.
- All accessories must be present and in new condition.
- No product can be returned for credit after eight weeks from ship date. Goods for return authorized in advance by ABG must be returned within 30 days of authorization.
- Any and all returns can only be returned via LTL or Pre-Approved ABG Truck.
- Credit for goods under the RMA will be issued after all units are inspected at the factory. No credit will be issued on units deemed un-sellable. Signature from the driver/carrier receiving returned product does not constitute inspection of goods. If the ABG quality team determines in its reasonable discretion that the problem is due to customer or third party misuse, abuse or mishandling, the customer will be so notified.
- Any repair or packaging cost necessary to bring product to sellable condition may be deducted from any credit reimbursement.
- Standard Stock items (if pre-approved), are subject to a 50% restocking fee plus cost of return freight. Refer to general ordering price book for verification of designated stocking product.
- Special order and non-standard color products cannot be returned for any reason.
- ABG Bathware reserves the right to deny any request to return product.
- This return policy in no way deviates or supplements ABG's standard warranty terms. ABG warrants that its products will conform to our specifications and be free of defects in workmanship and material. All other warranties, express or implied, are disclaimed.

**Return Acknowledgment:**

I agree that all returns are subject to inspection prior to credit reimbursement and that credit may be reduced by restocking, repair and/or freight charges. I confirm that the product(s) listed meet the criteria outlined and accept the Return Policies/Terms and Conditions.

Signature of person requesting return: \_\_\_\_\_ Date: \_\_\_\_\_

Email Address: \_\_\_\_\_