RETURN MERCHANDISE AUTHORIZATION

FLOWTREND

Customer Information	Ship to (UPS Preferred):
Date: Company Name: Contact Name: Contact Phone:	Flowtrend Inc. 11512 Space Center Boulevard Houston, Texas 77059 Phone (281)990-8582 Fax (281)990-8644

MERCHANDISE INFORMATION

Return Code	Description	Return Code	Description
1	Poor quality or defective product	6	Product damaged
2	Wrong product ordered	7	Part does not fit (provide explanation)
3	Wrong product shipped	8	No longer needed
4	Over shipment	9	Other (provide an explanation)
5	Late delivery	10	Request for repair estimate

Qty	Flowtrend Part Number	Customer PO #	Return Code & Explanation

OFFICE USE ONLY

Initials/ Date	Actionee	Action
	Receiving	1. Verify contents and log the RMA. Record RMA Log # 2. Place contents with RMA on "Priority shelf".
	QA	1. Inspects HW. 2. Place items on "Customer Returns", Initiates DR if applicable.
	Receiving	Place product back into location
	CS	1. Initiate a Credit note. Record the Credit Note # . 2. Notifies Accounting of pending Credit Note #.
	Accounting	3. Process Credit note. 4. Upload the completed RMA into QB. 5. Closes logbook.

RMA #	
Credit Note #	