

# Return Goods Request Authorization Form



Date

#4 - 27355 56th Ave  
Aldergrove, BC  
V4W 3X1  
Phone: 604-856-7711  
Toll Free 1-877-SPAS (7727)  
Fax: 604-856-7744  
www.aquaspapak.com

## Customer Information

**Customer Name:**

**Contact Name:**

**Address:**

**Province:**

**Postal code:**

**Phone:**

**Fax Number:**

**E-mail address:**

FAX TO: 604-856-7744

\*Include serial number if applicable\*

Invoice #	Original date of Purchase	QTY	Description	Part Number	Return Code

Reason for Return\*:

RGA NUMBER

NOTE: Items returned without an RGA# supplied by ASP will be returned to customer collect and no credit will be issued.

SHIP BACK VIA

PRE-PAID:  COLLECT:

### FOR INTERNAL ASP USE ONLY

INSPECTED AND TESTED:  YES  NO DATE:  INSPECTED BY: \_\_\_\_\_

PRODUCT FALLS UNDER WARRANTY?:  YES  NO RETURN TO VENDOR:  YES RETURN TO STOCK:  YES

**IMPORTANT: PLEASE INCLUDE A COPY OF THIS FORM (COMPLETE WITH RGA NUMBER) WITH THE ITEM BEING RETURNED**

#### \*Return Code breakdown:

**A** - Defective **B** - Over shipped **C** - Duplicate Shipment **D** - Rebuild **E** - Repair **F** - Warranty Consideration **G** - Ordered in error

\*\* List all details in the **Reason for Return** Box

(Do not use this form for items damaged in shipping. A freight claim must be filed with the carrier directly)

**Warranty:** Warranties as expressed by individual manufactures will be honored. All items are subject to inspection prior to credit being issued.

**Special Order Items:** On special items we order that are not normal stock items, we cannot accept cancellations or returns.

**Returned Material:** Transportation charges must be prepaid and all merchandise and a 20% re-stocking fee will apply.

**Returned as New:** All product returned as "New or Un-installed" must be less than 30 days from invoice date and in "undamaged and sellable condition". If product is not eligible for credit for any reason, return freight is the responsibility of the customer.

**ALL RETURNS REGARDLESS OF REASON MUST HAVE A RETURN GOODS AUTHORIZATION NUMBER AS PROVIDED BY AQUA SPA PAK LTD.**