

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.aquaspaandpool.com

Customer Information

Customer Name:

Contact Name:

Address:

Province:

Postal code:

Phone:

Fax Number:

E-mail address:

FAX TO: 604-856-7744

IMPORTANT: Please include serial number for electronic items * such as Pumps, Paks, Boards, Topsides, Salt Systems, UV Systems etc.

| Invoice # | Original date of Purchase | QTY | Part Number | Serial Number | Return Code |
|-----------|---------------------------|-----|-------------|---------------|-------------|
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Description of problem for warranty claims:

RGA NUMBER

Ship Pre-Paid

Ship Collect

NOTE: Items returned without an RGA# supplied by ASPS will be returned to customer collect and no credit will be issued. ALL items returned for warranty consideration MUST be returned FREIGHT PRE-PAID. Collect shipments will be charged back.

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 RGA NUMBERS ARE VALID FOR 30 DAYS. IF WE DO NOT RECEIVE THE DEFECTIVE PRODUCT IN 30 DAYS THE RGA WILL BE CLOSED

*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 & POOL SUPPLY