



Please fill out and fax back to 817-536-8888, also place a copy of this in product box for returns.

Customer Return Materials Authorization

Request received by _____

Received on _____

Customer Details

Company _____

Contact _____ ID _____

Address _____

Phone _____ Fax _____

City _____

Email _____

State _____ Zip _____

Product Details

Item	Description	Qty	Reason for Return	Invoice #	Date

Please specify below if you wish to receive a replacement product or credit to your account. If nothing is specified we will send a replacement product.

****Customers – you have 10 days from ship date to report damaged product. A 25% restocking fee per item will be charged on late, or refused items.****

Customer Notes:

For internal use only

RMA # _____	Restocking fee _____	Credit amount _____
Issued by _____	Return rec'd on _____	Credit issued by _____
Issued on _____	Return rec'd by _____	Credit issued on _____
Good until _____	Replacement sent _____	

****Please have your damaged products packaged and ready to receive a call tag with in 24 hours. Normally Fed Ex will pick up the very next business day. We will not issue credit to your account if we do not receive a returned product, unless you receive special instructions from an ARD representative. We issue ONE call tag per damaged item Fed Ex will attempt to pick the package up three times. If your package is not ready or your business is closed, you must send us the return on your freight account as we only pay for ONE call tag.****