



# Return Authorization Request

FAX TO 973-403-9814

Dealer Name \_\_\_\_\_  
Contact Name \_\_\_\_\_  
Email \_\_\_\_\_  
Phone \_\_\_\_\_

**Return Information** (Please answer the following questions with regards to your return)

Model Number: \_\_\_\_\_ Serial #: \_\_\_\_\_

Original Invoice \_\_\_\_\_ Date of Purchase \_\_\_\_\_

Which of the following best describes the condition of the product?

Product Content:

- Factory Sealed (Unopened or Altered)
- Complete (All Original Contents)
- Incomplete (Some Original Contents)

Product Condition:

- Perfect
- Good
- Poor

Which best describes the condition of the Carton or Packaging?:

- Factory Sealed ( Unopened or Altered)
- Open Box
- Box missing or Reboxed

Carton Condition:

- Perfect
- Good
- Poor

Reason for return (Service Requested)

- Concealed Damage
- Customer Cancelled
- Duplicate Shipment
- Factory Defect

Other additional Information: (Please provide us with as much info as possible)

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**All requests for returns must be submitted in writing.**

**Visual inspections by Eastern Marketing Corp. Sales territory managers will be required before an RA is issued.**

**It is our policy to deliver products in factory sealed cartons that are free of visible damage. If a product is delivered with visible damage inspect immediately and refuse if necessary. If concealed damage is found after delivery it is the dealers responsibility to file a freight claim with the trucker.**

**A 15% Restocking Fee will apply for unopened Factory Sealed Cartons**

**A 30% Restocking Fee will apply for items which may not have fit or were damaged during installation**

**Office Use Only**

Request Denied  Request Approved  RA# ISSUED \_\_\_\_\_

Territory Sales Manager Inspection Report

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