



## 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)

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