



INDUSTRIAL INC.
INDUSTRIEL INC.

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Return Authorization (Request for RA#) Form #070001

PROCESS FOR FORM COMPLETION: Provide the following information to make processing your return easy and efficient. Select a reason from the REASON CODES, and provide your comments. For defective product provide an explanation in the comments section. Return the completed form to KAR's Customer Service department. Upon approval of your RA request a KAR Customer Returns Authorization form will be emailed/faxed. **Return Authorization number must appear on either the shipping label or packing slip, and Customer Returns Authorization form returned with product.**

CUSTOMER NAME	TEL	FAX	CONTACT	DATE OF RETURN
Use separate line for each item per invoice. Use additional form(s) if space provided is insufficient.		CUSTOMER EMAIL ADDRESS		

REASON CODES:

C	CUSTOMER CHOICE	Q	QUALITY	D	DELIVERY	F	FULFILLMENT	M	PRODUCT PRESENTATION	A	DEMONSTRATION
C1	End user cancelled	Q1	Defective product	D1	Timing	F1	Fulfillment error	M1	Not as shown	A1	On approval demo return
C2	Product ordered in error	Q2	Quality expectations not met	D2	Product lost in transit			M2	Incorrect pricing		
		Q3	Product received damaged								

	KAR CODE	QTY	KAR INVOICE #	KAR PACKING SLIP #	CUSTOMER P.O. #	REASON CODE	CUSTOMER COMMENTS
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

RETURN CONDITIONS:

- a. Item returned matches authorization
- b. Non-catalog, obsolete, discontinued and clearance items are considered final sales and will not be accepted for return or exchange
- c. All returns require prior approval and an assigned RA number to the requested return
- d. **RA number is VALID FOR 30 DAYS ONLY**
- e. Item(s) returned undamaged, not modified or engraved, is complete, in original package and is in resalable condition
- f. Returned item is subject to a 20% (or minimum \$25 - whichever is greater) restocking charge
- g. Request for merchandise credit must be submitted within 90 days from invoice date
- h. Freight on returned item must be prepaid with the **RA number clearly printed on the shipping label or on the packing slip**
- i. Returned item is subject to inspection prior to credit being issued

FOR INDEXABLE CUTTING TOOLS PLEASE CONTACT YOUR KAR REPRESENTATIVE PRIOR TO RETURN