RO UltraTec®
The Ultra Solution.
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Fax: 760.728.5062 ■ 541 Industrial Way, Suite 1 ■ Fallbrook, CA 92028

Merchandise Return Form

Dear Customer:

Your satisfaction is our #1 concern. We hope the information below will assist you with any questions you may have regarding your order.

▶ Returns:

A Return Goods Authorization (RGA) number must be obtained from R.O. UltraTec USA, Inc. before any returns can be shipped or accepted by R.O. UltraTec USA, Inc. A Merchandise Return Form must be filled out completely and sent with the returned merchandise.

The buyer shall inspect all goods immediately upon their delivery to the destination stated in the agreement and shall within ten (10) days provide written notice to R.O. UltraTec USA, Inc. at its principal place of business of any claim that the goods do not conform to the terms of the agreement. Special or custom ordered items are non-returnable.

All returns for warranty consideration must be shipped prepaid. Freight collect returns will not be accepted. Returns determined to be under warranty will be replaced or repaired, and will be returned to the purchaser prepaid by surface freight. All merchandise returned for credit, other than warranty claims, may be subject to a fifteen percent (15%) restocking charge.

▶ Restock:

A minimum restocking charge of 15% or $50.00, whichever is higher may be charged. Orders shipped incorrectly are not subject to restock charges and correct items will be shipped prepaid by surface freight. All other returns are subject to the restock charge. Goods must be in the original packaging/container and in sellable condition to be considered for restocking.

▶ Guarantee:

After the correct procedures have taken place, we will replace or credit you for the returned items plus applicable freight charges. Items being replaced will ship surface freight unless otherwise agreed upon. Other shipping arrangements are available at the customer's expense.

▶ Please fill out completely and include with the shipment being returned.

RGA#: _____

Note: Without a return number we cannot process your return.

▶ Contact Information

_____
- Legal Business Name

_____
- First Name - Last Name

_____
- Title

_____
- Telephone - Fax

_____
- Cell Phone

_____
- Email Address

▶ Billing Address

_____
- Address

_____
- City - State - Zip Code

_____
- Country

▶ Return Reason – Please check the appropriate reason and explain.

❑ – Defective
❑ – Damaged in Shipment
❑ – Other
❑ – Shipping Error
❑ – Ordered Incorrectly

Explain: _____

_____

_____

_____

▶ Handling – Please check the appropriate action.

❑ – Credit Account
❑ – Repair & Return
❑ – Replace
❑ – Other

Explain: _____

_____

_____

_____

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