

## Merchandise Return Procedure:

**\*\*Please note:** All returns must be arranged within 30 days of receipt of the items. After this period, no returns or exchanges will be accepted. Any boxes not marked with RMA number are not accepted and will be returned *at customer's cost*. **DO NOT** send items back in just the original packaging. Any items received but not initially reported will also be returned *at customer's cost*.\*\*

1. Call Customer Service at **(909) 397-7199** for Return Materials Authorization number and enter it in the space below. Be ready to provide your Invoice Number.

**RMA#:** \_\_\_\_\_

2. Please enter the appropriate information below for each item being returned.
3. Include the Reason Number and Action Number from the following chart:

<u>Reason Number</u>	<u>Action Number</u>
Damaged/Defective 1	Exchange with same item 1
Not what ordered 2	Exchange with different item 2
Duplicate shipment 3	Refund 3
Do not want 4 Store	Credit 4
Ordered in error 5	

Qty	Item #	Description	Unit Price	Total	Reason #	Action #

4. If you are exchanging an item for a different item, please list the new item numbers below:

_____	_____
_____	_____
_____	_____
_____	_____

5. All items being returned **MUST** be in the original packaging with no writing or marks on the outside. Please place all items to be returned into a larger box for shipping and reference the RMA number on the outside. If the returned items have the shipping label or RMA number on their individual packages, you will not receive credit for your return. Items will be returned *at customer's cost*. All items and their packaging must be in restockable condition to receive credit.