



# RETURN/SERVICE AUTHORIZATION FORM

**IMPORTANT NOTES:** 1) Do not return product to factory without **prior authorization**. Items sent to us without authorization will be rejected. 2) Fax a copy of your R/A to the office for approval. 3) In addition to faxing a copy, **always affix a copy of the R/A to each and every item being returned**. 4) Include your original PO number or invoice/acknowledgement number.

**DATE:** \_\_\_\_\_ Prepared by: \_\_\_\_\_  
(Rep or Dealer Only)

Dealer: \_\_\_\_\_ Dealer PO #: \_\_\_\_\_

DM Invoice #: \_\_\_\_\_ Dealer Contact: \_\_\_\_\_  
(Leave Blank if Unknown) (May be same as prepared by)

End User Contact Name and Phone (if any):  
 \_\_\_\_\_ Phone: \_\_\_\_\_

**Request for (check only one):**

<input type="checkbox"/> Dealer to return item to DM and pickup replacement	<input type="checkbox"/> DM to repair item at dealer
<input type="checkbox"/> Dealer to return item to DM for repair and pickup item when repairs completed	<input type="checkbox"/> DM to repair item at end-user
<input type="checkbox"/> Dealer to return item to DM for repair; DM to deliver item back to dealer when repairs completed.	<input type="checkbox"/> DM to replace item at dealer
<input type="checkbox"/> DM to pickup item at dealer for repair	<input type="checkbox"/> DM to replace item at end-user
	<input type="checkbox"/> DM to ship parts to dealer
	<input type="checkbox"/> DM to ship parts to end user

**It is my understanding (check only one):**

There will be no additional charges       There will be additional charges

I'm not sure if there will or will not be additional charges. Call me to discuss.

Description:

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Approved by: \_\_\_\_\_ (Pablo, John, Phil, Jim only) RA Number: \_\_\_\_\_

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