



## Return Merchandise Request Procedure

1. Fill out and sign the form.
2. Send the form by email salescgy@canaropa.com or fax (514) 636-6454 to Canaropa.
3. Upon reception of the request form it will be validated and if accepted an RMA (Return Merchandise Authorization) form with an estimated credit value will be sent.
4. Final credit amount will be issued once the merchandise has been received and inspected.

## Return Goods Policy

Returns will not be accepted unless a Return Merchandise Authorization Number (RMA#) has been issued. Any request to return goods to Canaropa MUST be in writing with all of the pertinent information provided on the Return Merchandise Authorization form or RMA form. Upon receipt of the completed form and requested information, Canaropa will issue an RMA# and instruction for the return of the goods. All returned merchandise must be unused, in the original packaging, and unmarked. Returned merchandise must be accompanied by a completed RMA form issued by Canaropa; the returned merchandise must be received by Canaropa within 30 days from the invoice date. A restocking fee of 20% or a minimum of \$100.00 will be charged on goods returned as "not wanted" or "incorrectly ordered." Canaropa must be informed within 5 days of receipt of goods for an RMA number to be granted for incorrectly ordered or unwanted merchandise. No returns will be accepted after 30 days from RMA issued date. All items returned as defective are subject to inspection. All special (non-stock, or customer specific) item(s) are NON-returnable, NON-refundable, and NON-exchangeable, as per section SPECIAL ORDERS below. If the special item(s) are deemed to be defective and confirmed by Canaropa, they may only be exchanged with the same product. Canaropa's customers are responsible for all return freight charges. However, a credit will be issued for all reasonable and customary freight charges relevant to that item only if the wrong item was shipped by Canaropa. Customer specific item(s) made specifically to customer's specifications, i.e., custom keying and/or locksmithing work are NON-returnable, NON-refundable and NON-exchangeable.

Canaropa will notify their customers via email, phone or fax of credit once Canaropa receives and processes the returned item(s). Please note that Canaropa will credit reasonable shipping costs only if the return is a result of an error by Canaropa or the warranty claim for the item(s) returned has been accepted. Please allow 10 to 15 business days for processing of the return. If the payment was made by credit card, the credit would be credited to the original credit card account number only. RMA Forms are available on request. Please contact your local Canaropa representative.

*NOTE: The above policy is for reference only, policy may change without notice.*

*Please contact salescgy@canaropa.com for the latest revision.*

### INTERNAL USE ONLY

RMA #	REPLACEMENT ORDER #
APPROVED BY:	DATE: