

Return Merchandise Request

CANAROPA - VANCOUVER 106-3850 Jacombs Rd, Richmond, BC V6V 1Y6
 TEL: (604) 279-2524 FAX: (604) 279-0577 EMAIL: canaropavan@canaropa.com

RETURNED BY :

Account Number
 Name
 Company
 Address
 City, Postal Code
 Phone
 Email

SHIPPED FROM :

Account Number
 Name
 Company
 Address
 City, Postal Code
 Phone
 Email

REQUEST FOR:

REPLACEMENT
 REPAIR
 CREDIT

ITEM	QTY	INVOICE NUMBER	PURCHASE ORDER	CODE	DESCRIPTION OF ISSUE**

CODE	
A	SHORT-SHIPMENT, OVER-SHIPMENT, DOUBLE ORDER, RECEIVED WRONG PRODUCT, CYLINDER NOT PINNED, WRONG KEY
B	REFUSED ORDER, CANCELLED THE ORDER
C	ORDERED THE WRONG PRODUCT
D	BROKEN MECHANISM, PART LEAKS, MISSING PART, DEFECTIVE
E	OTHER - PLEASE SPECIFY

PLEASE INDICATE NUMBER OF BOXES, PALLETS AND WEIGHT:		
BOXES	PALLETS	WEIGHT

TRANSPORT	SELECTION
PICKED-UP BY CANAROPA REP.	<input type="checkbox"/>
SENT PREPAID BY THE CUSTOMER	<input type="checkbox"/>

**Providing us a detailed description with a picture and/or video of the issue will allow us to provide you a faster service.

Client Signature: _____

Request Date: _____

Return will be processed based on our terms and conditions; see our catalogue for details. By signing this document you have agreed to all conditions. Do not send the merchandise with this form as it will be sent back at your expense.

Return Merchandise Request Procedure

1. Fill out and sign the form.
2. Send the form by email canaropavan@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 canaropavan@canaropa.com for the latest revision.

INTERNAL USE ONLY	
RMA #	REPLACEMENT ORDER #
APPROVED BY:	DATE: