



Application for Authorization to Return Goods

Fax Completed Forms to: 248-299-1911

2277 Elliott Drive, Troy, MI 48083 Phone: 248-299-1919

Company: _____

Contact: _____

Address: _____

Phone: _____

Fax: _____

Date: _____

Office Use
RGA #: _____
RETURN PRODUCT FREIGHT: PrePaid Collect
RESTOCKING CHARGE: _____%

	Part #	Quantity	Invoice # Purchased On	Reason For Return Code	Explanation
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

Return Codes:

- W** - Warranty/Product Defect
- O** - Ordered in Error
- S** - Shipping Error
- N** - Not Selling/No Longer Want
- C** - Custom Ordered for Customer
- D** - Damaged in Shipping

When approved, a copy of RGA must be included with returned materials and RGA number must be easily visible on outside of carton(s).

Returns:

All returns must first be approved by an Encore customer service representative and will be issued a Return Goods Authorization (RGA) number. All non-approved returns are subject to refusal. Return shipping charges are the responsibility of the customer unless it is our error, and any returns shipped freight collect will be refused. Returned products must be complete, in re-sellable condition and in original packaging. Lamps, electrical components, special orders and items that have been installed are not returnable. Original shipping and handling charges are not refundable. Returns are subject to a 20% restocking fee. Upon receipt and inspection, credit will be issued within 10 business days. Encore is not responsible for returned products lost or damaged in transit.

Freight Claims:

We package and ship our products to reach you in good condition. However, due to circumstance beyond our control, products can be lost or damaged in transit. Claims for loss or damage in transit must be made with the shipping carrier.

Warranty Claim Returns:

All warranty returns must first be approved by an Encore customer service representative and will be issued a Return Goods Authorization (RGA) number. All non-approved returns are subject to refusal. Return shipping charges are the responsibility of the customer and any returns shipped freight collect will be refused. Copy of original receipt and statement of defect must accompany all warranty returns. Upon receipt and inspection, your warranty claim will be administered according to the terms of our warranty policy.