



3 Old Rockingham Road  
 Salem, NH 03079  
 Tel: (603) 893-6191  
 Fax: (800) 356-5614  
 sales@univexcorp.com

*Exacting Standards, Just Like Yours, since 1948*

## Return Authorization (RA) Request Form

**Instructions:**

Please read, fill out and sign the RA Request Form for all returned items. After the RA request form has been received and approved, an RA number will be assigned and faxed to the requestor within 2 business days. Items should not be returned without a prior issued RA from Univex.

**Dealer Name:** \_\_\_\_\_

**Customer No. (if applicable):** \_\_\_\_\_

**Address:** \_\_\_\_\_ **City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_

**Telephone:** ( ) \_\_\_\_\_ **Fax:** ( ) \_\_\_\_\_

**Purchase Order No.:** \_\_\_\_\_ **Invoice No:** \_\_\_\_\_ **Order Date:** / /

**Item Being Returned:** \_\_\_\_\_ **Model Number:** \_\_\_\_\_ **Serial Number:** \_\_\_\_\_

**Reason for Return/Repair:**

- Freight Damage
- Ordered Incorrect Item(s)
- Received Incorrect Item(s)
- Customer Doesn't want
- Defective Item(s)
- Part(s) not needed
- Other (explain) \_\_\_\_\_

**Return Terms and Conditions**

1. Any returned items received without an approved RA number, not in their original factory packaging, having been used in a manner not specified by Univex and/or unable to be repaired to restock condition will be refused at the Univex warehouse and returned to the customer at their expense.
2. Returned items free of damage and defect, in original factory packaging and in a condition to be fully restocked, Univex will issue a credit against the original invoice amount paid, less freight and a minimum restocking charge of 25% within 10 days of item receipt and inspection. If item is not received by Univex within 30 days after RA issuance then RA will be voided.
3. Returned items not in a condition to be restocked will be subject to a standard 25% restocking fee, a reconditioning charge (\$75 per hour), plus the cost of any parts and materials needed to bring the item to the accepted restock condition.
4. All returned items must be carefully packaged to ensure safe shipment. All return freight, duties, fees and taxes must be prepaid. Please note that the RA number issued must be clearly marked on the outside of the return item package or it will be refused by Univex.
5. Credits on returned items will only apply when authorized and issued by Univex Corp.
6. Credits will be issued against original customer transaction in accordance with standard procedure.
7. Univex in no way is responsible for issuing credits and/or monies to any third party. Univex sole responsibility is to the account or party who purchased product from us.
8. This form must be filled out in its entirety for each item being returned. Incomplete forms will be faxed back to the requestor. No RA number will be assigned to incomplete request forms.

I understand and accept the above mentioned terms and conditions.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date : \_\_\_/\_\_\_/\_\_\_

**For additional information please call Univex Customer Service at 1-(800)-258-6358**