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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.

Customer / Dealer Name:				Customer No.			
Address:			City:		State:		ZIP:
Telephone:		Fax:		E-mail:			
Purchase Order No:		Invoice No:		Order Date:			
Item/Part # To Return:			Model Number:		Serial Number:		

REASON FOR RETURN:

- Freight Damage
- Received Incorrect Item(s)
- Repair and Return
- Ordered Incorrect Item(s)
- Defective Item(s)
- *Other

*Explain Other:

Return Terms and Conditions

- I. All returned product(s) must be received with an approved RA number clearly marked on the outside of the return product(s) package or it will be immediately refused by Univex.
- II. Product(s) not received by Univex within 30 days after issuance of RA will void the RA.
- III. Customer credits on returns shall only be authorized by Univex for products purchased from Univex that are received unopened, undamaged, or unused and can be re-sold as new.
- IV. Returned product(s) received unopened, undamaged, unused and in a condition to be fully restocked, Univex shall issue a credit against the original invoice amount paid less cost of freight and a minimum restocking charge of 35% within 10 days of product(s) receipt and inspection.
- V. Returned product(s) received damaged by causes external to the product(s), including, but not limited to improper packaging, handling, installation, operation, application or modification shall at the discretion of Univex be returned to the customer without an issuance of credit or subject to a 50% restocking fee, plus labor, materials and parts charges as required to bring the product(s) to an acceptable restock condition.
- VI. Returned product(s) to Univex that are designated as defective, but are found not to be defective, as determined by Univex test criteria, or which are out of warranty, will remain the customer's property. Such product(s) will not be accepted for credit against the customer account even if returned with a Univex return authorization.
- VII. Parts returned over one (1) year from order date are non-returnable or subject to a 50% restock charge at the discretion of Univex.
- VIII. Parts with an extended value of less than \$25.00 are non-returnable.
- IX. Univex in no way is responsible for issuing credits and/or monies to any third party. Univex's sole responsibility is to the account or party who purchased product from us.
- X. This form must be filled out in its entirety for each product(s) being returned. Incomplete forms will be returned 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