**RETURN OF MERCHANDISE AUTHORIZATION REQUEST  
All RMA's must have a form filled in and cannot be processed without approval by Tony – NO EXCEPTIONS!**

If your customer needs to return some items, please fill out this form and have Tony sign it before submitting it for return. ***All*** RMAs will require a signature from Tony before being entered. **Please provide *as much detail as possible*.** Instead of “Customer got wrong locks”, please put something like “Customer ordered 1KA but received 3KAs instead from the factory” or “Customer ordered 1KA but meant to specify a key number”. This helps me fill out the RMA accurately so we can track issues and take steps to avoid them!

**RMA REQUEST SUBMITTED BY: ORIGINAL ORDER NUMBER:**

308859

Richard

**ORIGINAL SALES PERSON(S): RESTOCKING FEE:** (DEFAULT IS 25%)

Camie

NONE

**\*** if quoted and converted, both names - Please put WEB if they ordered online!) \*if no restock fee, please say why unless HPI error or scrap

**ITEM(S) THE CUSTOMER WANTS TO RETURN HPI COST SALE PRICE  
\* PLEASE PUT A QUANTITY!!! PER UNIT PER UNIT**

QTY 2 K1710

3.10

**RMA FAULT: Customer found locks in stock did not need them RETURN TYPE:**

**RMA REASON:** (please provide full details!) **WHO IS RESPONSIBLE FOR RETURN FREIGHT?**

SCRAP GOODWILL

CUSTOMER REC KEYS THAT DO NOT WORK. CALLED ML AND THESE ARE DISC KEYWAYS THAT WERE CUT ON OLD EQUIP. MASTER WILL ISSUE CREDIT TO US FOR ONE KEY, 3.64. CUST ADAMANT THAT SHE DOES NOT WANT TO PAY FOR KEYS THAT DO NOT WORK

**WILL THESE BE BLOW OUT ITEMS? EBAY AMAZON MPL.com OTHER**

7/26/17

**DATE: APPROVED BY TONY:**

**RMA NUMBER: REPLACEMENT ORDER:**