

RETURN AUTHORIZATION FORM



Office use
RA #:
RA Issue date
Taken By

****This RA Expires 30 days after the RA Issue Date above****

Dear valued Customer. Please follow the instructions below,

Returns MUST be made within 30 days of Invoice date, be in sellable condition and in original packaging

- 1 Fill out this form completely and FAX BACK to CP 905 532 9476
- 2 CP will return this form to you with your RA#
- 3 Place a copy of this form in the package with the merchandise being returned
- 4 **CLEARLY write the RA # on the outside of your package**
Failure to do so may result in refusal of receipt at YOUR expense without exception.
- 5 If CP has erred on your order, CP will issue a **Return Service Tag** . This MUST be used to return part
- 6 You are responsible for all freight costs to send parts back in ALL cases except if CP erred

Name:			
Date:			
Co. Name:			
Acct. #:		Email:	
Contact #		Fax#:	

Part #	Qty:	Invoice #	RA Code

Reason for Return? Record applicable reason beside part # above

- 1 error by Concord
- 2 client cancelled order/ client no longer needs part/ client double ordered part
- 3 Concord double shipped
- 4 Concord shipping error
- 6 client ordering error
- 8 mispacked part
- 7 defective part- see flow chart Client to HOLD part for 30 days
- 9 damaged part- see flow chart Client to HOLD part for 30 days

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