

RGAs REQUEST FORM



CUSTOMER NAME & SHIP-FROM ADDRESS

_____ _____ _____ _____ _____	Form submitted by _____ ON _____ <small>(Titan Hardware Employee) (Date)</small>
	S/O- Invoice # _____ Date shipped _____
	Original Order taken by _____
	Total dollar amount to be returned \$ _____
	RGAs S/O # _____ REPLACEMENT ORDER # _____

- EVEN EXCHANGE (Both RGA and Replacement Order must be issued)**
This option is only available on COD and Credit Card orders. Or, in cases when the customer has already processed the original invoice for payment. Customer will pay original invoice complete, and will return incorrect items for replacement. Replacement order to be billed as a "no charge" invoice since customer has agreed to pay for the items returned on original invoice.
If invoice is already processed for payment please supply contact name and phone number of person who submitted the invoice for payment: Name _____ phone # _____
- CREDIT & RE-BILL (Both RGA and Replacement Order must be issued)**
Replacement order is to be shipped & billed. Customer will receive a credit against original invoice for incorrect merchandise when merchandise is returned to Titan Hardware.

DESCRIPTION OF ITEM(S), # OF CARTONS &

THE ENTIRE ORDER Total # of cartons _____ Total weight _____ lbs.

THE FOLLOWING ITEMS;

Line Item # _____	# of cartons _____	weight per carton _____
Line Item # _____	# of cartons _____	weight per carton _____
Line Item # _____	# of cartons _____	weight per carton _____

REASON FOR RETURN

HOW ARE ITEMS TO BE RETURNED

Customer to arrange return at their expense via;

Carrier Name _____ (eg. UPS, Fed-Ex, Yellow Freight)

Their Truck

Date items are to be expected at Titan Hardware _____

Contact Person _____ ext. _____
(Customer's Employee handling the Return) (Phone number and extension)

Titan hardware to arrange return at it's own expense via;

Carrier Name _____ (eg. UPS, Fed-Ex, Yellow Freight)

Our Truck

Date items are to be expected at Titan Hardware _____

Call tag / Way bill Issued by _____ on _____
(Titan Hardware Employee) (Date)