

# RMA FORM



DATE

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RMA NUMBER

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FIRST NAME

LAST NAME

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COMPANY NAME

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SHIP PREPAID VIA

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ITEM NUMBER

MANUFACTURER

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QTY RETURNED

MANUFACTURER'S DATE CODE  
ON PRODUCT

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REASON FOR RETURN

DEFECTIVE

EXCESS INVENTORY

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**If defective describe below the detailed nature of the defectiveness.  
Please note that all returns will be inspected upon arrival to prove the described  
defectiveness**

ORIGINAL PRO KONTROL INVOICE (CONTACT CUSTOMER SERVICE FOR HELP IF YOUR ORIGINAL  
NUMBER IS NOT HANDY) INV#

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**I have read and accept the Pro Kontrol material return policy (see reverse)**

SIGNATURE

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RETURN TO

Markham Branch » 500 Alden Road, Suite 19, Markham, Ontario, L3R 5H5

Dartmouth Branch » 100 Wright Avenue, Unit 10, Dartmouth, Nova Scotia, B3B 1L

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Please note that all return merchandise has to be return **prepaid** as we also return you  
the merchandise prepaid. Credit notes are not refundable and void after 2 years.

# RETURN MERCHANDISE POLICY



**All returns must receive a RMA before being returned, please contact customer service prior returning any material**

**To get a RMA number you must have the following information:**

- Original Pro Kontrol invoice number. (Contact one of our customer service agent whom will gladly help you retrace your invoice number within two years of your purchase)
- If material is defective, nature of the defectiveness, for all other returns; reason for return.
- Confirm how the material will be sent to us and at which location. (all returns must be returned prepaid)

**For under warranty defective material bought from Pro Kontrol**

- Upon reception, merchandise will be tested to prove defectiveness. The defective material will be replaced or repaired according to the manufacturer's policy. An invoice and a credit will be issued. The credit might not be issued until we get final acceptance from the manufacturer, then the invoice shall be paid within 30 days.

**For all other returns the following policy will apply:**

- For standard material that is usually kept in stock in large quantity and returned in its **original packaging in good condition**: Returns are accepted without restocking fees
- Material with damaged or missing original packaging: No returns accepted
- Special orders, custom made parts or merchandise for which the quantity returned is larger than the quantity normally kept in stock: The restocking fees are equal to the manufacturer. However if the manufacturer refuses to take back the merchandise, we on our part will not take it back either.

Here are a few helpful tips to avoid surprises when returning merchandise to us. We make an effort to inform our customers when they are ordering merchandise that is difficult or cannot be returned. This information is showed onto the order confirmation you receive for any orders placed with us. Keep in mind that if the material was not in stock when you ordered it, there's a good chance that you will not be able to return it. Advise all your technicians to handle the merchandise carefully and to hold on to the packaging and instructions when you're unsure that a part is suitable for their application. Check your application with our staff to ensure that you get the right product for the right application. it might spare you from a unpleasant surprise. You might want to advise the supplier that the part might be returned, often, special arrangements can be made in order to avoid being stuck with the said part.

In short, our return policy mirrors the manufacturers we represent with the exception that we are the only wholesaler willing to take back merchandise **free of charge** whenever that is possible. Elsewhere, regardless of what the merchandise is and regardless of what the error might stem from, there are always restocking fees charged. This policy is both fair and realistic as we try our hardest to make your purchasing experience easy and to offer you brand new merchandise in packaging that will not bring shame to your customer when the technician will go to install it.

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