



ABCCORK
SINCE 1972

A: 653 Wilton Grove Road, London ON, N6N 1N7

T: 519.668.6160

F: 519.668.2004

E: orderdesk@abccork.com

RETURN GOODS AUTHORIZATION (RGA) FORM

Please complete and fax or email this form to:

Returns Department E: ORDERDESK@ABCCORK.COM | FAX: 519.668.6160

ITEM(S) BEING RETURNED

QTY	UNIT	SKU	DESCRIPTION	REASON

Customer Name: _____

Address: _____

Invoice #: _____ Daytime phone: _____

Fax: _____

Comments: _____

REASON FOR RETURN (Please check one) :

- ☐ I ordered the wrong item(s).
☐ Product is not compatible with my existing program.
☐ Material was clearly damaged during shipment.
☐ I ordered the wrong quantity.
☐ Other reason. Please Specify: _____

DIRECTIONS FOR RETURNING GOODS

1. To request a RGA form to return merchandise, you can download the form at <https://abccork.com/contact> or call our Returns Department at (519) 668-6160. Once you have completed the form, fax it to (519) 668-2004 or email orderdesk@abccork.com. Please allow five (5) working days for ABC to process RGA (Return Goods Authorization) requests.
2. ABC must have returned merchandise on hand within fourteen (14) days of receiving an approved RGA number (faxed/mailed to you by ABC).
3. All units must be returned in original factory packaging. If original packaging is not available, Customer must package goods carefully and individually to prevent damage in transit. No credit will be issued if damage occurs due to poor packing.
4. Mark all cartons with RGA number. Include a completed copy of the RGA form and a copy of your invoice in the box(es) to be returned.
5. Returned goods must be shipped according to ABC shipping instructions. Fees incurred as result of Customer not following shipping instructions will be charged back to the Customer's account.

Return Policy

All pre-approved returns must have the RGA number marked on the outside of the package. ABC reserves the right to give partial or no credit for the following reasons:

- Improperly packaged returned merchandise.
- Any units which may have been tampered with or are missing pages.
- Merchandise returned after fourteen (14) days of RGA approval.
- Merchandise which did not originate from ABC.
- Used product with no resale value as deemed by ABC.
- Product returned does not match the reasons for return stated on the initial RGA request.

Any applicable credit will be issued within thirty (30) days after receipt of goods. ABC reserves the right to assess a 25% restocking fee for returns.

Please see website www.abccork.com for complete listing of terms and conditions.

FOR OFFICE USE ONLY

Approve Denied Void

Note:

RGA #