

Returned Merchandise Worksheet

Attach this worksheet to the returned merchandise.

Rev. 02/18



1. Lighting or hardware returned because it was defective or broken right out of the box.

Did the customer exchange it for the same thing? **YES** **NO** ← Circle one.

Process:

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- Return the item for a full refund using an "R" in the flag field. Refund invoice # _____
- Place a pink return sticker on the product.

2. Lighting or hardware returned because LifeStyles made an error on the order.

Process:

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- Return the item for a full refund using no flags. Refund invoice # _____
- Place a white return-to-stock (RTS) sticker on the product.

3. Lighting or hardware regular stock (not special order) returned because of size, color or style, and is still in the factory packaging, not hung or installed. *Only Value Price hardware is considered stock.*

Process:

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- Return for full refund using no flags. Refund invoice # _____
- Place a white return-to-stock (RTS) sticker on the product.

4. Stock lighting or hardware (not special order) that has been repacked, assembled, installed or has no original packaging.

Process

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- Return the item with **50% restock** fee using an "R" in the flag field. Refund invoice # _____
- Place a pink return sticker on the product.

5. Special order lighting or hardware returned because of size, color, style that is still in the factory packaging.

Process

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- Return the item with **50% restock** fee using no flags. Refund invoice # _____
- Place a white return-to-stock (RTS) on the product.

6. Special order lighting or hardware returned because of size, color or style and it is not in original packaging or has been assembled or installed.

Process

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- Return the item with **75% restock** fee with an "R" in the flag field. Refund invoice # _____
- Place a pink sticker on the product.

In the unlikely event the above procedure is not being followed, please get management approval and explain why:

Returned accepted by: _____