

Return Goods Authorization Request Form

This Form Must Be Completed For Credit Requests to Be Considered

Section 1: Countertops & Beyond's Policy for Returned Goods	ALL RGA Inquiries: 866-880-8090 Completed Forms Fax To: 425-977-1837
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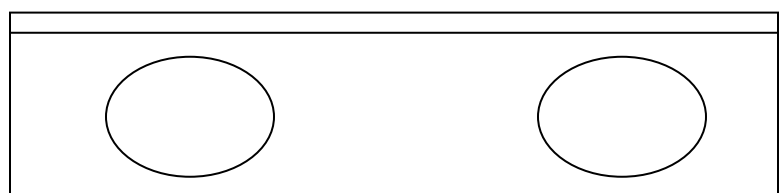
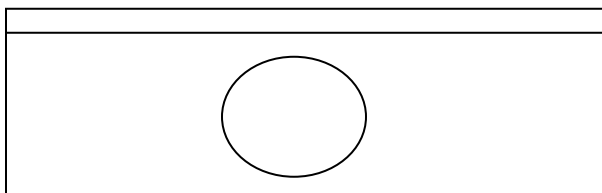
- **All freight damages must be reported in writing within 48 hours of receipt of merchandise.** No RGA number or credit will be issued for freight damage as a result of failure to report within the required time. Countertops & Beyond will assume no freight damage, liabilities, concealed or obvious, after 48 hours of delivery.
- **Freight Damage or Defective product replacement orders must be ordered exactly as the original order in order to receive credit.**
- All returns **must** be in the original packaging with the Countertops & Beyond RGA label clearly visible on the outside of the package and include a copy of this completed form. Countertops & Beyond reserves the right to request the product in question be returned for further inspections.
- Requests for photos can be submitted via email: returns@elitecountertops.com.
- **Only Countertops & Beyond can authorize and issue an RGA.**
- **RGA's may take up to 10 days to resolve – photos will help to speed up the process.**

Section 2: Order Information	Product Line: _____ Cultured Marble / _____ Solid Surface / _____ Granite/Marble / _____ Quartz
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Customer Name: _____	Order Date: _____
Address: _____	Confirmation #: _____
City: _____ State: _____ Zip: _____	Receipt Date: _____
Phone #: _____	Receipt Date: _____
Alternate Phone #: _____	

Section 3: Detailed Reason for Return – Use Diagram Below	Photos Required: <input checked="" type="checkbox"/> Yes
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Please indicate on the appropriate drawing specifically where the damage/defect is.



Please answer the questions below. All information is needed to process your request for credit.

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|---|---|
| Was shipment refused? ___ Yes / ___ No | Any exterior box damage? ___ Yes / ___ No |
| Was shipment on skid? ___ Yes / ___ No | Type of box damage: ___ Hole / ___ Torn / ___ Crushed |
| Was the skid damaged? ___ Yes / ___ No | Interior foam packaging? ___ Yes / ___ No |
| Was the strapping intact? ___ Yes / ___ No | How many foam pieces? ___ |
| Was product vertical on skid? ___ Yes / ___ No | |