

RETURN REQUEST (RGA)

THIS FORM MUST ACCOMPANY RETURN — E-MAIL TO SALES@US.BIGKAISER.COM



BIG KAISER USE ONLY

RGA #: _____ RESTOCK CHARGE: _____

CONTACT INFORMATION (all returns must be sent back to BIG KAISER within 10 days of receipt of RGA #)

COMPANY: _____ DATE: _____

CONTACT: _____ BK CONTACT: _____

PHONE: _____ FAX: _____

E-MAIL: _____

ORIGINAL INVOICE #: _____ PO #: _____

REASON FOR RETURN: _____

		BIG KAISER USE ONLY			
ITEMS	QTY	LOCATION	CODE		
1. _____	_____	_____	RTL	DEMO	SCRAP EVAL
2. _____	_____	_____	RTL	DEMO	SCRAP EVAL
3. _____	_____	_____	RTL	DEMO	SCRAP EVAL
4. _____	_____	_____	RTL	DEMO	SCRAP EVAL
5. _____	_____	_____	RTL	DEMO	SCRAP EVAL
6. _____	_____	_____	RTL	DEMO	SCRAP EVAL
7. _____	_____	_____	RTL	DEMO	SCRAP EVAL
8. _____	_____	_____	RTL	DEMO	SCRAP EVAL
9. _____	_____	_____	RTL	DEMO	SCRAP EVAL
10. _____	_____	_____	RTL	DEMO	SCRAP EVAL

FOR TG USE ONLY
— DO NOT USE —

All test items being returned must have completed test reports attached. Any return goods authorized, are subject to the following conditions...

- 15% restocking fee over 30 days.
- Any items over twelve (12) months from the date of original shipment will not be accepted.
- We reserve the right to increase above fees if any general guideline conditions of the return are not met.
- See attached for full returned goods, products returned & trial tools guidelines.

BIG KAISER SHIPPING DEPT USE ONLY

SHIPPING NOTES: _____

RECEIVED BY: _____ CHECKED BY: _____

BIG KAISER ACCOUNTING DEPT USE ONLY

CREDIT AMOUNT: _____ CREDIT INV #: _____

FREIGHT: _____ ENTERED BY: _____

TOTAL CREDIT: _____ APPROVAL SALES: _____

APPROVAL MANAGER: _____ APPROVAL ENG: _____

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General Guidelines

- All requests for an RGA number must be accompanied by a completed RGA form, found online @ us.bigkaiser.com/return-request-form and e-mailing to sales@us.bigkaiser.com or faxing to (847) 228-0881 or (800) 433-7715. All RGA's must include the BIG KAISER invoice number(s) and an itemized list of the item(s) being returned.
- When the RGA number is issued, it must be referenced in any and all communications regarding the return and must be clearly marked on the package when returned to BIG KAISER.
- All RGA returns must be freight and insurance pre-paid by the sender.
- All returned products must be in new and saleable condition, as determined by BIG KAISER. Any additional labels (ie: stickers, bar codes) must be removed prior to return shipment to BIG KAISER. All returned items are subject to a receipt inspection.
- Only current catalog standard products (Inventory codes A and B) are allowed for return. Special tools are not returnable.
- Only products ordered within the past twelve (12) months are allowed for return.
- All returns should be in the possession of BIG KAISER within ten (10) days of the RGA number being issued.
- The amount of credit will be based on the net invoice value of the item.

Products Ordered or Shipped in Error

- Products either ordered or shipped in error must be reported to BIG KAISER within fourteen (14) days of the shipping date and follow the RGA process as noted above. Returns after fourteen (14) days may be subject to restocking fees.
- A copy of the invoice or packing slip must be included for credit.
- Returns must be unused and in original packaging or restocking fees may be assigned.
- Product returns after thirty (30) days will be processed with a 15% restocking fee.

Restocking Charges

- If the return process is completed within thirty (30) days of the original invoice date, no restocking fees will be assessed.
- Any return after thirty (30) days of the original invoice date is subject to a 15% restocking fee, unless accompanied by an offsetting order of similar value.
- Any return after twelve (12) months of the original invoice date will not be accepted without written approval by the VP of Sales.

Cancellation

- Except when BIG KAISER fails to perform, there will be a minimum cancellation charge on all orders of 10% of the net order value. Cancellation of special orders, if approved, will be subject to additional charges based on BIG KAISER's labor, material, and profit on work completed at the time of cancellation.

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Products Returned for Repair General Guidelines

- Items returned for repair, require an RGA number and authorization as previously defined (see Returned Goods General Guidelines).
- When the RGA number is issued, it must be referenced in any and all communications regarding the return and must be clearly marked on the package when returned to BIG KAISER with complete contact information inclosed.
- All RGA returns should be freight and insurance pre-paid by the sender.
- Lacking other instruction, BIG KAISER will inspect the item returned and submit a quotation with price & delivery for repair.
- No repair or reconditioning will occur until after signed approval by distributor or end user and the receipt of a purchase order.
- Freight and insurance for the return shipment will be the responsibility of the original shipper unless otherwise directed by our Business Partner.

Trial Tools General Guidelines

- All requests for trial tools must be accompanied by a completed Trial Tool Request Form, found online @ us.bigkaiser.com/trial-tool-request-form.
- All trial tools for applications approved by the BIG KAISER Application Engineering Department, are fully guaranteed to meet our customers' requirements.
- After Engineering approval, the order should be placed with BIG KAISER Inside Sales Department. All orders must be marked "TRIAL TOOL" or "TEST".
- If Engineering cannot approve or guarantee the test application, our partner may still purchase the required tooling, however, if the application is not successful and the tools are submitted for an RGA return process, restocking fees and/or damage repair costs may be assessed.
- Approved trials that do not meet the customers' requirements may be returned within thirty (30) days of the original order without a restocking fee. All returned trial tools must be accompanied by a completed Trial Tool Report form, found online @ us.bigkaiser.com/trial-tool-report-form & a completed RGA Form, found online @ us.bigkaiser.com/return-request-form.
- BIG KAISER reserves the right to provide demo tools from our inventory if applicable.
- BIG KAISER reserves the right to deny trial orders if the application is considered to be dangerous.
- BIG KAISER will not warranty nor accept product liability for any trial tool not approved or guaranteed by the BIG KAISER Application Engineering Department.