Sowa Tool & Machine Co. Ltd.
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Phone: (519) 748-5750
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Return Goods Authorization (CDN)

Please fill out form and submit to Sowa Tool for evaluation and assignment of RGA number (if applicable).

Date

RGA#

Please use separate line for each item per invoice.
Please use additional forms if space provided is insufficient.

Customer Name	Phone	Fax	Contact

Items returned for defect/warranty inspection are still customer property. Items will be repaired if possible (or replaced) and returned at the discretion of Sowa Tool.

Customer Email Address

ITEM CODE	DESCRIPTION	QTY	INVOICE #	INVOICE DATE	REASON/COMMENTS

RETURN CONDITIONS

a. Returned item must match authorization
b. Non-catalogue, obsolete, discontinued, and clearance items are not eligible for return or exchange
c. All returns require prior approval and an assigned RGA number
d. **RGA number is valid for 30 days only**
e. Returned item is undamaged, not modified or marked, is complete, in its original packaging, and is in resaleable condition
f. Returned item is subject to a 15% restocking charge
g. All returns must be shipped prepaid with the RGA number clearly printed on the shipping label or on the packing slip
h. Returned items are subject to inspection prior to credit being issued
i. **Any claims for discrepancies in shipment must be made within 5 days of receipt of merchandise**

*** Please include a copy of this form with product(s) being returned.**