



Return Merchandise Policy

1. Customers are to provide the following information:
 - A. Contact Name
 - B. Company Name and Address, Phone and Fax numbers
 - C. Products to be returned and reason for the return
 - D. Wyckomar's invoice number, under which the goods were purchased
2. The Return Merchandise Administrator who will issue a Return Authorization Number must approve requests for returns before products may be returned and processed for credit.
3. Transportation costs and risk of damage or loss in transit are the customer's responsibility.
4. Goods returned for credit or refund, **including goods returned for inspection under warranty**, must be shipped to the warehouse by **prepaid** transportation. No "collect" shipments will be accepted.
5. Customers should not return merchandise until a Return Merchandise Authorization has been issued. Please note RMA numbers on the shipping label for proper processing, and include a copy of the RMA form inside the shipping carton for prompt attention.
6. Only saleable goods may be returned with the exception of defective product.
7. Custom products may not be returned.
8. Commercial and residential RO systems, which have been installed may not be returned.
9. Authorized credit will be issued at the price paid, less twenty (20) percent restocking charge unless the product is defective.

IMPORTANT

If the customers claim returns are due to company error and if the matter cannot be resolved by telephone, the customer may elect to return the merchandise by prepaid freight for inspection, so the matter may be further investigated.

If the company agrees we are in error, return freight costs will be credited or refunded to the customer.



Wyckomar Return Merchandise Request Form

Please complete and fax or email back to RMA Administrator
Fax to: 519-763-6580
Email: sales@wyckomaruv.com

Date: _____

Company Name: _____ Contact: _____

Address: _____

Phone: _____ Fax: _____

Product(s) Requested for Return:

Qty ____ Part/Serial No. _____ Problem: _____

Qty ____ Part/Serial No. _____ Problem: _____

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Qty ____ Part/Serial No. _____ Problem: _____

Qty ____ Part/Serial No. _____ Problem: _____

Wyckomar's Invoice number under which the products were purchased: _____

Date of Purchase: _____

RMA NUMBER (S) ISSUED: _____

IMPORTANT

- Customers should not return merchandise without a Return Merchandise Authorization number issued and approved by the Return Merchandise Administrator.
- Any items cross-shipped must be paid for – if returned goods are deemed defective than credit will be issued for cross shipped paid items... NO EXCEPTIONS.
- Please note RMA numbers on the shipping label and **include a copy of the RMA form inside the shipping carton for proper processing.**
- Shipping costs to and from Wyckomar are the responsibility of the customer.