 

**Return Authorization form**

**IMPORTANT**

**NO MODIFICATION WILL BE ACCEPTED**

 **Always indicate the authorization number on packing.**

 **Insert the authorization return form and a copy of customer’s proof of purchase for warranty validation.**

 **You have 10 days from the date in upper right corner to return the reversible pool heater.**

 **It’s your responsability that the returned units are packaged, assembled & mounted on a wooden pallet safety.**

 **Also make sure that the belts used will bot damage the equipment during transport.**

 **Date : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Retailer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone : (\_\_\_\_\_\_) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax : (\_\_\_\_\_\_)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Customer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**City: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Prov.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Zip Code: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Home Phone: (\_\_\_\_\_\_\_) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Office Phone (\_\_\_\_\_\_\_) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cell. Phone : (\_\_\_\_\_\_\_) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**Model number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ For repair** [ ]  **On Warranty yes** [ ]  **No** [ ]

**Serial number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Installation Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Break down date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Reason for return :**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **Autorisation # :\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

**Reserved for use of Multi Distribution****Freight cost to:**  **Retailer** [ ]  **Multi Distribution**  [ ]    Purchase # Réf. : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ If it’s paid by Multi Distribution, return by this freight company : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Palet Total weight : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Palet Dimension : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Authorised by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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745 Rue Longpré, Sherbrooke, Qc, J1G 4S8, Tél.: (819)566-9444, Sans frais: (866) 904-9444, Téléc.: (819) 340-8735

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**Procedure for Returning Goods**

1. Complete a return authorization form that you can find on our website in the

Document /Form section and send it by Fax **(819-340-8735).**

1. No merchandise may be returned without authorization from us. You must therefore wait for the return authorization # before sending, otherwise, the authorization and/or credit application may be denied.
2. You must attach the form completely filled in and returned the unit with the authorization number that we give you on the form before sending.
3. The equipment must be returned **within 10 days of the date of approval** unless otherwise noted from Customer Service Department of Multi Distribution.
4. It is your responsibility that the unit is packaged, assembled and mounted on a wooden pallet safely. Also make sure that the webbing will not damage the unit during transport.
5. After received the authorization for the return of merchandise, no additions will be accepted. It will need a new request for any additions.
6. If a part is missing in a product, only the part will be replaced.
7. Returns of goods other than those resulting from a shipping error or a case of a warranty will be credited to the purchase price Multi Distribution least 15% for handling charges and restocking and provided that the good is resalable.
8. No material will be accepted when it was used or damaged by the customer or by public transportation or when an item is discontinued and at the sole discretion of Multi Distribution.
9. No returns will be allowed on orders with special agreement unless authorized.
10. If the customer is shipping the merchandise transport, it must pay for it.

**\*\* Subject to change without notice.**