



Sun-Mate Corp.

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RETURN AUTHORIZATION REQUEST FORM

Company : _____

Address : _____

City State _____ Zip _____

Contact Person: _____

Tel Number : _____ Fax Number : _____

E-mail : _____ Purchased Where : _____

Item Number/s : _____ Quantity _____

Description/s : _____

Date of Purchase: _____ Invoice # _____

Reason for Return: _____

Request for : Replacement _____ or Credit _____

- Any and all requests for Return Authorizations **must be done in writing via fax or mail with a copy of invoice or proof of purchase.**
- Any and all request **must be within the warranty period** of the original purchase date.
- All return freight **must be prepaid.**
- EXCHANGES FOR THE SAME ITEM OR ANOTHER ITEM FOR EQUAL VALUE ONLY.
- If an item is returned and is not defective there will be a 15% restocking fee.
- All authorized returns **must show the RA# on each carton.** Sun-Mate will **NOT** accept any returns without this number
- ❑ **Wholesalers** – You have **90 days from the date of invoice** to return a defective product. Sun-Mate Corp. will replace or issue credit, for products deemed to be “Factory Defective”. Otherwise, there will be a 15% restocking fee.
- ❑ **Retail Customers** – You have **30 days from date of purchase** to return a manufacturer’s defective product to Sun-Mate Corp. Only customers who bought the product(s) directly from Sun-Mate Corp. can request for credit but should be within the 30-day warranty. Customers who did not purchase direct from Sun-Mate Corp. should contact the store or company they purchased the item from.
- ❑ **Warranty Card** must be on file and proof of purchase must be sent to us prior to us issuing an authorization for the return.