

# Return Merchandise Authorization



**JACK-IT™**  
The suspension experts

1812 West 3500 South #1  
West Valley, Utah 84119  
Phn: 801-974-7960 Fax: 801-975-6459

*An RMA# is required for all returns! Items returned without an RMA# will be refused!*

Customer: \_\_\_\_\_ RMA #: \_\_\_\_\_

Contact: \_\_\_\_\_ Customer #: \_\_\_\_\_ Date: \_\_\_\_\_

QTY	ITEM #	DESCRIPTION	INV # PRICE	REASON FOR RETURN (please check one)
				<input type="checkbox"/> WAR <input type="checkbox"/> DOA <input type="checkbox"/> DOW <input type="checkbox"/> WPS <input type="checkbox"/> OVR
				<input type="checkbox"/> WAR <input type="checkbox"/> DOA <input type="checkbox"/> DOW <input type="checkbox"/> WPS <input type="checkbox"/> OVR
				<input type="checkbox"/> WAR <input type="checkbox"/> DOA <input type="checkbox"/> DOW <input type="checkbox"/> WPS <input type="checkbox"/> OVR
				<input type="checkbox"/> WAR <input type="checkbox"/> DOA <input type="checkbox"/> DOW <input type="checkbox"/> WPS <input type="checkbox"/> OVR
				<input type="checkbox"/> WAR <input type="checkbox"/> DOA <input type="checkbox"/> DOW <input type="checkbox"/> WPS <input type="checkbox"/> OVR
				<input type="checkbox"/> WAR <input type="checkbox"/> DOA <input type="checkbox"/> DOW <input type="checkbox"/> WPS <input type="checkbox"/> OVR

WAR = warranty (detective) please explain DOA = damaged on arrival DOW = dealer ordered wrong part  
WPS = wrong part shipped, billed correct OVR = over-shipped (received more than invoiced)

## RETURN PROCEDURE – New stock Returns or Warranty Items

- A reason for the return and original invoice number on which the item was purchased, must be furnished to Jack-it, Inc. prior to issuance of a Returned Merchandise Authorization Number (RMA#), which is required for any return.
- Upon issuance of an RMA#, arrangements to transport item(s) will be made.
- Upon receipt and inspection of item(s), Jack-it, Inc. will issue credit accordingly or may deny the return as ineligible.

## NEW STOCK RETURNS – Eligibility

- Only items purchased one year ago or less are eligible for stock return.
- Stock returns may not exceed 5% of a customer's previous 12-month's purchases.
- Up to a 15% restock fee may be assessed and/or an offsetting order may be required.
- Special Order items are non-returnable.
- Products must be in new and saleable condition. Credit may be reduced or denied if the following conditions are not complied with:
  1. Original cartons and packaging must be intact.
  2. All parts, components, and hardware must be included.
  3. Clear tape must be used to re-package cartons. Duct tape or colored tape, are not acceptable.
  4. Writing or labels must not appear on boxes or parts.
  5. Parts that have been installed are non-returnable.

## WARRANTY RETURNS – Eligibility

- All products sold by Jack-it, Inc. are covered only by the Manufacturer's stated warranty and may be returned for credit under those guidelines. If the defect is determined to be a result of freight damage or customer misuse, credit will be denied.