

PHAC Products, Inc.

Master Distributor Since 1976

12 Access Rd
Albany, New York 12205
HOURS Mon-Fri. 8AM-6PM EST

VOICE 518.489.5175 or 1.800.777.PHAC
LOCAL FAX 518.453.9019 or **800.388.PHAC**

Return Goods Authorization

ATTN: _____

****All returns must be authorized by PHAC Products.** All goods sent back must have a RGA#. Please call 800-777-7422 for an RGA (Return Goods Authorization)# to set up a return. All returns must be made within 60 days of receipt and are subject to a 20% restocking fee. Any shipping fees are non-refundable. RGA#'s are good for 30 days from date issued.

- Item and item box must be in brand-new, re-sellable condition
- Item has NOT been installed
- Item must be in its original box, including all parts, warranty cards, and directions
- Box must be "clean" and free of writing and damage – do NOT use the product box as the shipping box!
- All returns are subject to a 20% restocking fee
- Returns are allowed within 60 days of receipt
- Return shipping is at the purchaser's expense, unless the return is a result of our error
- RGA #'s are valid for 30 days from date issued
- Refused shipments, unauthorized returns, and any returns requested past 60 days of delivery will incur a 25% restocking fee.

Defective Returns

Please Note: If item is said to be "Defective" and we determine this is not the case, return shipping will be deducted from the credit and a 20% restocking fee will apply.

**This includes swapped out parts

| Item Returning | Qty. | Original P.O. # | Original Invoice # | Date Purchased | Reason for return | Price /EA |
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Restocking fee: _____

Total Refund: _____

Company: _____ Branch: _____ Fax: # _____

Notes: _____

OFFICE USE ONLY

Date: _____ RGA# _____ Initials: _____ Restock: _____ %