

# Return Goods Authorization

**\*\*All returns must be authorized by PHAC Products\*\***

Goods sent back must have an RGA#. Please call 800-777-7422 for an RGA (Return Goods Authorization) Number to set up a return. Returns must be made within 60 days of receipt and are subject to a 20% restocking fee. Any shipping fees are non-refundable. RGA numbers are good for 30 days from date issued.

Stock items may be returned providing they meet the following conditions:

- Item must be in its original box, including all parts, warranty cards, and directions
- Item and item box must be in brand-new, re-sellable condition
- Item has NOT been installed
- 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

## **Damaged Items**

Upon receipt of your order, please carefully inspect to ensure it has arrived in satisfactory condition. If an item appears damaged, call our customer service department immediately at 800-777-7422. If any items appear to be missing from your order, you must call within 48 hours so we can investigate and make corrections as quickly as possible.

## **Defective items:**

- Installed items are subject to the manufacturer’s warranty. Please contact the appropriate manufacturer’s customer service department.
- PHAC Products Inc will not accept returns on any items that have been previously installed