



t. (800) 325-7008
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Return Material Authorization (RMA)

Rev 8/15

Date: Send Authorization to
Customer: Email:
Name: Fax:
Address:
City, State, Zip:
Phone:

INSTRUCTIONS

SWAN CUSTOMER SATISFACTION GUARANTEE IS 180 DAYS FROM ORIGINAL SHIP DATE. Please see our Returns policy for more details. Use only one line per item, all quantities are to be reported. All items returned will require the original purchase order, invoice or sales order number.

SWAN PART NUMBER	QUANTITY	REASON CODE	ORIGINAL ORDER NUMBER

REMARKS	OFFICE USE

REASON CODES

- | | | |
|------------------------------|----------------------------|-----------------------------|
| 01 Ordered wrong color/model | 05 Did not like quality | 09 Shipping Error |
| 02 Changed mind | 06 Did not like color | 10 Order Entry/Keying Error |
| 03 Too long to receive | 07 Did not like appearance | 11 Packing Error |
| 04 Ordered too many | 08 Did not fit | 12 Other |

THIS REQUEST IS NOT AUTHORIZATION TO RETURN MATERIAL.
AUTHORIZATION IN WRITING WILL BE ISSUED WITHIN FIVE BUSINESS DAYS OF RECEIVING REQUEST FORM.