

Submit this form to request a Return Authorization (RA). Do not return merchandise until AGH Supply approves the request and issues an RA number.

1 CUSTOMER & ORDER INFORMATION

AGH ACCOUNT ID (E.G., AGH3001)	COMPANY / PROPERTY NAME	CONTACT NAME
PHONE	EMAIL	
INVOICE NUMBER	PURCHASE ORDER NUMBER	PURCHASE DATE
DELIVERY ADDRESS / STREET ADDRESS		
CITY	STATE	ZIP CODE

2 RETURN DETAILS

ITEM #	PRODUCT DESCRIPTION	QTY BOUGHT	QTY RETURN	REASON / CONDITION

3 PRIMARY REASON FOR RETURN

- | | | | |
|---|---|---|--|
| ☐ Wrong item ordered | ☐ Wrong item shipped | ☐ Damaged in transit | ☐ Damaged / defective |
| ☐ Short shipped | ☐ Overstock / excess | ☐ Warranty review | ☐ Other |

DETAILED EXPLANATION (INCLUDE DAMAGE, DEFECT, SHORTAGE, AND PACKAGING CONDITION)

4 REQUESTED RESOLUTION & SUPPORTING DOCUMENTS

REQUESTED RESOLUTION

☐ Credit / refund
 ☐ Replacement
 ☐ Exchange
 ☐ Warranty evaluation

DOCUMENTS INCLUDED

☐ Photos
 ☐ Invoice / packing slip
 ☐ Tracking information
 ☐ Other documents

5 RETURN POLICY SUMMARY & ACKNOWLEDGMENT

1 RMA required before return

Contact AGH Supply first. Eligible returns receive an RA number, which must be placed on the return package.

2 Return time limits

Refund requests must be made within 30 days of purchase. Visible damage or missing parts must be reported in writing within 24 hours of delivery.

3 Original packaging

Items must be new, resalable, and in original packaging. For bulk orders, only unopened items may qualify for partial refund.

4 Unauthorized returns

AGH Supply may accept or reject returns, refunds, or exchanges. Ineligible items include custom/special orders, closeouts, extended inventory, hazardous materials, goods shipped outside the continental U.S., volume purchases, and warranty items handled by the manufacturer.

5 Restocking fee

Approved returns may be subject to a 25% restocking fee.

6 Freight responsibility

Shipping and handling may be deducted. When applicable, AGH Supply may issue a return label or arrange pickup; keep tracking information.

7 Credit issuance

Approved refunds are processed after receipt and warehouse inspection. Online requests are generally processed within 48 business hours.

- ☐ I have read and understand the Return Policy Summary above.
☐ I understand that submission does not authorize a return; I must wait for an RA number.

6 CUSTOMER CERTIFICATION

I certify that the information is accurate and that merchandise will be returned in the condition described.

PRINTED NAME

TITLE

DATE

ELECTRONIC SIGNATURE (TYPE FULL NAME)

7 FOR AGH SUPPLY USE ONLY

RA NUMBER

STATUS

REVIEWED BY

APPROVAL DATE

RESTOCKING FEE

APPROVED CREDIT

RETURN SHIPPING / INSPECTION / CREDIT NOTES