



RGA's are the **only** authorization for returning or disposing of product.

All returns must have an approved *RGA Form* included with the return product. Returns must be received within 30 days of the RGA issue date. Returns will not be accepted without RGA authorization number. If product has not been returned within 30 days, a new RGA is required. The RGA is not a credit. Only the RGA Department is authorized to decide on the disposal of the products in question.

Reason for Return

- Order Entry Error
- Defective (list specific reason below)
- Other (describe reason below)
- Customer Error/Customer Canceled
- Freight Damage
- Packaging or Labeling Error
- Shipping Error

Reason: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Quantity	Item No.	PO No.	Invoice No	Invoice Date	Installation Date	Failure Date

What was the application and where was the unit(s) installed? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Customer Request:     Rework/Repair                       Replacement

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person in charge of return: \_\_\_\_\_

Phone: \_\_\_\_\_                      Email: \_\_\_\_\_

Date: \_\_\_\_\_

RGA REVIEW

APPROVED                       NOTE: \_\_\_\_\_

DENIED                                       \_\_\_\_\_

VOID                                       RGA #: \_\_\_\_\_

REVIEWED BY: \_\_\_\_\_                      DATE: \_\_\_\_\_



RG A FORM

(2020-01)

**Directions:** Please email *RG A Form* to [Sales@Viewpointmfg.com](mailto:Sales@Viewpointmfg.com) or call 281-258-4151 for approval. Incomplete information may delay the return process. Once approved, the **Return Authorization will be emailed to the listed contact person.** Please allow two (2) business days for VPM to process RGA requests. Include the *RG A Form* with authorization number in box(es) or with product(s) to be returned.