RETURN GOODS POLICY
& PROCEDURE

V. 2021-01

RETURN GOODS POLICY

REQUIREMENTS AND QUALIFICATIONS

- To obtain authorization to return tools, the RGA Form (Return Goods Authorization) must be submitted. The form can be found on the web at https://www.viewpointmfg.com/forms/resources
- All information required on the form must be filled out in order to receive an RGA
- The RGA is valid for 30 days. A new request must be submitted if goods have not been returned within 30 days.
- Items sent back to VPM without appropriate authorization will be returned to the customer.
- Items must be in new condition.
- Items must be accompanied by the RGA that was issued.
- Freight must be pre-paid.
- Special orders, modified items, used and obsolete items cannot be replaced.
- Special orders and modified items made to spec can be reworked.
- Any RGA request received after 90 days of the invoice date will be limited to a maximum of two per year.

RETURN PROCEDURE

RGA FORM SUBMISSION

1. Customer completes RGA Form and submits to Sales@viewpointmfg.com
2. RGA processing can take up to two (2) business days.
3. Customer contact listed on the RGA form will receive an email with the VPM determination.
4. If form has incorrect information, RGA approval will be delayed. Customer contact will be notified that a correction is required.

RGA APPROVAL

1. The RGA request is reviewed by VPM Team Member in the RGA Department.
2. Approval is emailed to the custom contact with the RGA Number.

RGA DENIAL / VOID

1. RGA Department will deny RGA request if the request does not meet the requirements and qualifications outlined in this document.
2. RGA Department will void a RGA request if the product is not received within 30 days of RGA issue date.

RETURN TO VPM

- Product(s) must be returned in new condition.
- Product(s) must be securely packed.
- All returns should be addressed to:

  Viewpoint Manufacturing, LLC
  9103 Emmott Road
  Bldg. 11A
  Houston, TX 77040
- The package must contain a packing list. The RGA Form or the RGA number must be included in the package. The RGA form may be used as the packing list.