



**INDUSTRIAL** [www.kar.ca](http://www.kar.ca)  
**INDUSTRIEL** [sales@kar.ca](mailto:sales@kar.ca)

**MONTREAL**  
 74 boul. Hymus,  
 Pointe Claire, QC  
 H9R 1C9  
**1-800-363-7862**  
 Tel: (514) 694-4711  
 Fax:(514) 694-9306

**MISSISSAUGA**  
 6877 Edwards Blvd.,  
 Mississauga, ON  
 L5T 2T9  
**1-800-387-3127**  
 Tel: (905) 564-5587  
 Fax:(905) 564-7579

**EDMONTON**  
 3912-53rd Ave.,  
 Edmonton, AB  
 T6B 3N7  
**1-866-440-4326**  
 Tel: (780) 440-4326  
 Fax:(780) 465-9798

**Dear Valued Customer,**

In order to better serve you, please complete RGA request form no. 070001.  
 This will make processing your return easier and faster.

Process for completing a RGA request form no. 070001:

**S  
T  
E  
P**  
  
**1**

CUSTOMER NAME  
 PHONE  
 FAX  
 CONTACT  
 DATE of RETURN

**S  
T  
E  
P**  
  
**2**

KAR ITEM CODE  
 QTY  
 KAR INVOICE#  
*or*  
 KAR PACKING SLIP#  
*or*  
 CUSTOMER P.O.#

**S  
T  
E  
P**  
  
**3**

Select a reason from the REASONS list, enter the code in the appropriate box, and please provide your comments.  
 For defective goods, provide an explanation in the comments section of form no. 070001.  
 Return the completed form no. 070001 to KAR's Customer Service department.  
 Upon evaluation and approval of your RGA request, a RGA number along with a KAR Customer Returns Authorization Form will be issued to you.  
 Upon receipt of a RGA number, please return goods prepaid with a copy of the KAR Customer Returns Authorization Form.  
 RGA number must appear on the shipping label or on packing slip.

Credit will be issued on authorized returns based on the following return conditions:

**RETURN CONDITIONS:**

- a. Item returned matches authorization.
- b. Non-catalog, obsolete, discontinued and clearance items are considered final sales and will not be accepted for return or exchange.
- c. All returns require prior approval, and an assigned RGA number to the requested return.
- d. **RGA number is valid for 30 days only.**
- e. Item returned is undamaged, not modified or engraved, is complete, in its original package and is in resalable condition.
- f. Returned item is subject to a 20% or a minimum of \$25 restocking charge, whichever is greater.
- g. Request for merchandise credit must be submitted within 90 days from invoice date.
- h. Freight on returned item must be prepaid with the RGA number clearly printed on the shipping label or on the packing slip.
- i. Returned item is subject to inspection prior to credit being issued.

**\* For Indexable Cutting Tools please contact KAR representatives prior to return.**

Thank you in advance for your cooperation.

**KAR Industrial**



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## Return of Goods Authorization Request

Page \_\_\_ of \_\_\_

CUSTOMER NAME	PHONE	FAX	CONTACT	DATE of RETURN

Please use separate line for each item per invoice.  
 Please use additional forms if space provided is insufficient.

<b>RGA#</b>

### REASON CODE

C	CUSTOMER CHOICE	Q	QUALITY	D	DELIVERY	M	PRODUCT REPRESENTATION
<b>C1</b>	End User Cancelled	<b>Q1</b>	Defective Goods	<b>D1</b>	Timing	<b>M1</b>	Not As Shown
<b>C2</b>	Goods Ordered in Error	<b>Q2</b>	Quality Expectations Not Met	<b>D2</b>	Goods Lost in Transit	<b>M2</b>	Incorrect Pricing
		<b>Q3</b>	Goods Received Damaged	<b>F</b>	FULFILLMENT	<b>A</b>	DEMONSTRATION
				<b>F1</b>	Fulfillment Error	<b>A1</b>	On Approval Demo Return

	KAR ITEM CODE	QTY	KAR INVOICE#	KAR PACK. SLIP#	CUSTOMER P.O.#	REASON CODE	CUSTOMER COMMENT
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

### RETURN CONDITIONS:

- Item returned matches authorization.
- Non-catalog, obsolete, discontinued and clearance items are considered final sales and will not be accepted for return.
- All returns require prior approval, and an assigned RGA number to the requested return.
- RGA number is valid for 30 days only.**
- Item returned is undamaged, not modified or engraved, is complete, in its original package and is in resalable condition.
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