



RG A REQUEST FORM

cs@pexhouse.com

Date: _____

Customer / Order #: _____

Address: _____

Contact Name: _____ Email: _____

FORM MUST BE COMPLETED IN FULL
TO PROCESS RGA

Part #	Quantity	Order # (if multiple orders)	Reason for Return
1) _____	_____	_____	_____
2) _____	_____	_____	_____
3) _____	_____	_____	_____
4) _____	_____	_____	_____
5) _____	_____	_____	_____

REASONS FOR RETURN:

PEXHOUSE ERROR:
 A – ORDER ENTRY ERROR
 B – OVER SHIPMENT
 C –WRONG PRODUCT SHIPPED
 (PLEASE ADVISE ITEM ORDERED/ITEM RECEIVED)

CUSTOMER ERROR:
 D – ORDERED WRONG ITEM
 E – NO LONGER REQUIRED

F – SHORT SHIPMENT
(MUST BE CLAIMED WITHIN 7 DAYS OF DELIVERY DATE AS PER OUR POLICY)

- NOTE:**
- 1) 25% Restocking charge after 30 days, 40% Restocking charge 31 to 90 days of the purchase date.
 - 2) All products must be returned in original packaging and in resaleable condition. Cost of any reconditioning & repackaging to make material in resalable condition will be deducted.
 - 3) Products purchased over 1 year will **NOT** be accepted for return.
 - 4) Freight must be PPD. Collect shipments will be refused
 - 5) Only products with RGA approval will be accepted. All others will be returned collect.
 - 6) Approved RGA's will be emailed/faxed back for paperwork to be included with ALL returns.

Return Request to: Email: CS@pexhouse.com

FOR OFFICE USE ONLY:
 Return Freight: _____ Restocking Charge: ____ RGA#: _____

Approved RGA's must be returned within 30 Days or RGA will be void and closed without processing refund.