

Product Claims Form - Terms & Conditions

Fill out the form below completely. Sign and date where indicated. Add pages if necessary

To be filled out by Customer only

Date of Request:		Customer:	
VIP Invoice Number:		Invoice Date:	
Date Order Received:			

VIP Part Number	Description	Quantity Each	Invoice Cost per Item

Reason for return or requested resolution (add attachment - photos if required) -

Customer Contact Information

Print Your Name:		Title:	
Signature :		Date:	
Daytime phone number:		Email address:	

VIP Office Use Only

Request issued by:		Date:	
Check One :	RGA <input type="checkbox"/> Warranty Claim <input type="checkbox"/>	RGA Number Issued :	
Reason for Warranty or Return Request – check all that apply			
<input type="checkbox"/> Item is Defective (DEF)	<input type="checkbox"/> Item Improperly Packed (PCK)	<input type="checkbox"/> Item Damaged During Shipment (SHP)	
<input type="checkbox"/> Item Lost During Shipment (LST)	<input type="checkbox"/> Wrong Item Shipped (WIS)	<input type="checkbox"/> Item Missing (MIS)	
<input type="checkbox"/> Order Entered Incorrectly (OEI)	<input type="checkbox"/> Item Built Incorrectly (IBI)	<input type="checkbox"/> Poor Quality (QLY)	
<input type="checkbox"/> Defective OEM Item (OEM)	<input type="checkbox"/> Other (OTH)		
Freight / Shipping Support Information - check all that apply			
If received damaged - Photos included - Yes <input type="checkbox"/> No <input type="checkbox"/>		Signed for damaged - Yes <input type="checkbox"/> No <input type="checkbox"/>	
Freight Claim required - Yes <input type="checkbox"/> No <input type="checkbox"/>		Shipping Carrier -	
VIP Required to pay Freight - Yes <input type="checkbox"/> No <input type="checkbox"/>		Customer to pay Freight - Yes <input type="checkbox"/> No <input type="checkbox"/>	
Restocking Fee Amount (%)		Approved by:	Date:

For VIP Terms & Conditions see page 2

Terms and Conditions for Returning Product

- Only standard items are eligible for return. Custom items, which includes any item incorporating an option, cannot be returned
- A written authorization for return must be obtained from **VIP** prior to returning any product
- **VIP** reserves the right to inspect all returned product and accept or reject any return
- Returned product must be returned within **30 Days** from invoice date and must be in resalable condition, in original factory cartons
- A minimum restocking fee of **\$ 50.00 or 40%**, whichever is more, plus the original freight cost if applicable, will be invoiced or debited as appropriate
- If not in original factory cartons **VIP** will inspect the product to determine if the return will be accepted and, if accepted, the amount of the Rework/Return charges. Such charges include, but are not limited to, rework labor, outside processing costs, material or component replacement, repackaging, restocking costs and inspection or testing costs, as applicable
- All returned product shipping costs are the customer's responsibility. The customer is responsible for repackaging product to prevent damage during shipping and handling
- Once customer receives RGA # the product must be received by **VIP** within 30 days. If not received within 30 days, **VIP** reserves the right to deny credit request

What is required BEFORE products or components are to be returned

- All products or components requested to be returned must have a **Returned Goods Authorization Number (RGA#)** that has been issued from **VIP**
- **VIP** Customer Service will provide the RGA# once the re-stocking fee and the terms have been acknowledged customer to return this form with authorized signature and dated form
- All returned goods must reference the RGA# on the outside of the package/crate and included in all correspondence and documentation. Failure to follow these instructions will result in a delay in processing the request
- *All returned product shipping costs are the responsibility of the customer*, the customer is to repackage components to prevent damage during shipping and handling

How Credit or Debits will be applied

- If customer has not yet paid invoice, customer will be issued a credit memo for value of goods returned less re-stocking & all rework costs, this credit will be deducted from the original invoice amount, credit memo copy will be issued by **VIP** accounting to customer for clients records
- If customer has already paid invoice, customer will be issued a credit memo for value of goods returned less re-stocking & all rework costs. Customer can request refund for credit issued
- If customer has already paid invoice and the products returned were damaged, customer will be invoiced for all costs incurred, revised payments terms may apply
- Allow up to 30 days from return of goods for an inspection report and information on the total credit amount.