

Quick and easy RETURNS

R.A. # _____

Complete this form and fax it to Direct Line Supplies and we will fax back a Return Authorization number (R.A.#)

Reason for return for supplies

A DIRECT LINE SALES ERROR, 15 day limit, send freight collect

B DIRECT LINE WAREHOUSE ERROR (stock received does not match packing slip), 15 day limit, send freight collect

C DEFECTIVE GOODS, 45 day limit. If product is returned as defective but is not, 15% restocking will be added

D CUSTOMER DOESN'T WANT, from date of purchase, a 10% restocking fee will be applied for all IT products, 30 day limit, send freight prepaid

Non-restockable items

- The item is incomplete. e.g. If certain cash register rolls are sold only by the carton of 50, but there are only 49 present. An aerosol can't be returned without attachments such as nozzle adapter or spray attachment. This would also include missing packaging, instructions, etc.
 - Items that have been used and/or marked with inscriptions, labels, etc. Any visible wear or markings is unacceptable.
 - There is writing on the item, e. g. RA number, someone's name, etc.
 - The carton is defaced: There is writing on the carton that cannot be covered or a label had been carelessly torn off and brought (removed) some of the carton with it.
 - It has been opened. This may or may not be an issue. If flaps on a box can be closed, fine. Blister packs, clam packs, items in the manufacturer's plastic wrap that have been opened cannot be restocked. Items that have been taped up with duct, Scotch, masking tape cannot be restocked.
- Any item where the manufacturer's seal has been broken or tear strip pulled is not stockable. Items must be repackaged properly; the box must close easily without bulging or splitting.
- Discontinued items – Please call your Direct Line Supplies account representative

Customer: _____ Customer I.D.: _____

Your name: _____ Fax #: _____

Qty	Product Code #	Invoice #	Price	A, B, C	Please explain reason (A, B, C)
1.					
2.					
3.					
4.					
5.					

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FAX 905-482-6261 or 800-361-4569