

# Return or Exchange Authorization (REA) Form



## Your order Summary

<b>Sender:</b>	
<b>Address:</b>	
<b>Telephone No.:</b>	<b>Fax No.:</b>
<b>Original order's invoice No.:</b>	<b>Original order date:</b>
<b>Original Purchase Order No.:</b>	

### RETURNS ADDRESS

**Thaler Metal Industries**  
3857 Nashua Drive  
Mississauga, ON  
L4V 1R3, Canada

QTY	CODE	DESCRIPTION	REFUND	EXCHANGE	REASON CODE

### REASON CODES

1. Faulty, please specify:
2. Incorrect Items Received
3. Wrong items ordered
4. Other: \_\_\_\_\_

#### Exchange and Returns Note:

Need something to be returned? Simply complete this form and send it back to us for authorization prior to completing your return or exchange

#### Thaler Metal Terms and conditions on Exchange and Returns:

- No product will be accepted without a Return or Exchange Authorization (REA) Form.
- All requests for Exchange or Return, must be submitted within 30 days of the Invoice Date.
- All requests to return goods due to TM error will be accepted within 10 business days of the date of purchase at no charge .
- Any standard product authorized for return is subject to a 25% restocking fee, unless otherwise negotiated.
- No custom and/or products deemed as non-stock items will be authorized for return.
- All goods authorized for return or exchange, must be presented in "new" and sellable condition, damaged goods are not eligible for exchange or return.
- Returned product must be shipped to us at the Customer's expense. No returned product will be accepted if freight is not prepaid.
- Any product authorized for return is subject to our inspection, which can affect the eligibility for the return and the amount of the restocking fee.