BG DISTRIBUTION

Request for a Returned Goods Authorization (RGA)

PLEASE SEND THIS DOCUMENT BY EMAIL OR BY FAX TO YOUR BG REPRESENTATIVE

REQUIRED INFORMATION

DATE: _____

CLIENT: _____

FROM: _____

FOR INTERNAL USE ONLY
RETURN CODES
1- MERCHANDISE IN INVENTORY (CLIENT REFUSED)
2- MERCHANDISE NOT IN INVENTORY (CLIENT REFUSED)
3- DEFECTIVE MERCHANDISE (DAMAGED)
4- RETURN TO VENDOR
A- BG ERROR   D- UNUSED MERCHANDISE
B- CLIENT ERROR   E- MERCHANDISE UNDER GUARANTEE
C- VENDOR ERROR   F- RE-STOCKING FEES

*ORDER NUMBER	*QTY	*PRODUCT NUMBER	*DESCRIPTION OF PROBLEM	RETURN CODES	RETURN AUTHORIZATION #

*All fields marked with an asterisk are required. If information is missing, contact a BG representative.

COMMENTS:

MERCHANDISE IN INVENTORY: Standard merchandise in its original state, in inventory, returned within 30 days after delivery. After 30 days, re-stocking fees may apply. After 90 days, no returns will be accepted.

MERCHANDISE NOT IN INVENOTRY: All special ordered merchandise that is not in inventory. **BG reserves the right to accept or decline these returns. If BG accepts these returns, restocking fees may apply.**

DEFECTIVE MERCHANDISE: Merchandise received damaged or defective under guarantee by the **vendor.** Returns will be processed following the vendor's procedures.

RETURN TO VENDOR: Merchandise received damaged or incomplete.

A copy of this request must be included with all returns.

CLIENT SIGNATURE: _____   DATE: _____

REPRESENTATIVE SIGNATURE: _____   DATE: _____

AUTHORIZED BY: