

# Return Goods Authorization

**Customer Contact Information (required)**

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Sold To:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Invoiced To:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**INSTRUCTIONS:** Email, fax or mail completed form to Shoemaker Manufacturing Co. Upon receiving completed form, factory will approve or reject request. Approved requests should be shipped with completed and signed form for credit. Warranty items will be repaired or replaced and returned freight prepaid. Product return without written authorization will not be accepted and will be returned to customer freight collect.

Person Requesting Credit	Your P.O. Number (required)	Shoemaker Invoice Number
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Quantity	Description	Quantity Received	Net Price Each	Restock Charge	Amount
INTERNAL  USE  ONLY					

Reason for Return	Return Via
	<div style="display: flex; justify-content: space-around;"> <span>UPS</span> <span>LTL Freight PPD</span> <span>Field Scrap</span> </div>
	Warranty Replacement

**Note** — All specialty products, damper products, certain sizes and models are special order and **not** returnable.  
**Returned Goods** — products may **not** be returned for credit without our written permission and shipping instructions. Shoemaker will not accept returns of made-to-order or non-stock (NS) merchandise. Standard items which are accepted for credit must be in new and saleable condition. Transportation must be prepaid and a restocking fee will be applied to cover inspection, any necessary refinishing and repackaging.  
**Credit and/or Debit Memos** — will be honored only after inspection of quantities and condition of product involved.  
**Cancellations** — orders are entered into the production system within 24 hours of receiving customer's PO. Orders already in process may not be cancelled.  
**Expedited Shipping Program** — orders are entered into the production system, processed and shipped immediately per program guidelines and **cannot** be cancelled.  
**Responsibility** — our responsibility ceases when the carrier signs for the shipment in good order. Any losses, visible or concealed damage must be reported immediately to the carrier by consignee.