

## Return Goods Form

**IMPORTANT:**  
 All information must be complete for credit to be issued. Returns for reasons that are not an Emtek error will be subject to our customary restock fee and a return freight charge of \$15USD in the United States and \$30USD in Canada & Mexico, will be deducted from credit issued for each call tag if used. No freight will be charged if the return is sent prepaid.

Date:

Customer Name:

Acct#:

Phone Number:

Contact Name:

QTY	Item Number	Emtek SO#	Invoice#	Ship Date	Customer PO#	Return Reason Code

Return this form with your product to the following address:

**NOTICE: Effective June 1, 2020, all returns must be forwarded to the following address:**

**EMTEK Products**  
**13285 Temple Ave.**  
**City of Industry, CA 91746**

Tel: 800-356-2741 626-961-0413  
 Fax: 800-577-5771 626-336-2812  
 www.emtek.com

**Note:**

**Return Reason Codes:**

- |    |                        |     |                           |
|----|------------------------|-----|---------------------------|
| A  | Customer Ordered Wrong | G*  | Order Double Shipped      |
| B  | Customer Changed Mind  | H*  | Order Taken Wrong         |
| C* | Order Entered Wrong    | I*  | Wrong Finish Sent         |
| D* | Order Packed Wrong     | J*  | Rejected Finish           |
| E* | Order Shipped Wrong    | K*  | Rejected Other            |
| F* | Order Damaged          | NOK | Rejected - No Issue Found |

\* For Yale Expressions™ product deemed defective or a result of factory/processing errors. Please contact EMTEK Customer Service for return authorization and an RGA#.

**Please email form to [RGA.Emtek@assaabloy.com](mailto:RGA.Emtek@assaabloy.com)**