



RETURN AUTHORIZATION REQUEST

Select Distributors, Inc.

4320 Roseville Rd., No. Highlands, Ca 95660

Telephone: 800.793.7334

Fax: 800.481.5212

Dealer Information

Dealer Name: _____

Dealer Alpha: _____

Contact Name: _____

Email: _____

Phone: _____

Return Information

(Please answer the following questions with regard to your return)

Model Number: _____

Serial Number (If Applicable): _____

Original Invoice, P.O., or Picking Ticket: _____

Which of the following best describes the condition of the Product?

Product Content:

- Factory Sealed (Unopened or Altered)
- Complete (All Original Content)
- Incomplete (Some Original Content)

Product Condition:

- Perfect
- Good
- Fair
- Poor

Which of the following best describes the condition of the Carton and Packaging?

Pack Content:

- Factory Sealed (Unopened or Altered)
- Complete (All Original Pack)
- Incomplete (Some Original Pack)

Pack Condition:

- Perfect
- Good
- Fair
- Poor

Preferred Method of Return: _____

Reason(s) for Return (Service Requested):

- Concealed Damage
- Duplicate Shipment
- Customer Cancelled
- Customer Disatisfaction (Please Explain)

Other or Additional Information:

Authorization

(This section will be completed by Sierra Select upon evaluation of your request)

Request Denied

Request Approved

RA #: _____



RETURN AUTHORIZATION POLICY

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All product returns must have a Return Authorization Number or they will not be picked up or accepted by Sierra Select personnel. All requests for RA #'s must be submitted in writing. Requests for an RA may be initiated on-line by double-clicking the Return Authorization form located in the Dealers Section of our website. Or, requests may be initiated by FAX. Visual inspections by Sierra Select territory Managers will be required before any RA is issued. Return Authorizations will remain in effect for a period of thirty days from the date of issue. If product has not been returned within the 30 day period, the RA will be terminated and will not be re-issued.

Sierra Select will not issue Return Authorizations for any products that have been installed in a consumer's home.

Return Authorizations will not be issued unless the original factory carton and all packaging materials are intact.

It is our policy to deliver complete products in factory sealed cartons that are free of visible damage. Return Authorizations will not be issued on products that have damaged cartons. If a product is delivered to a dealer with visible carton damage, the dealer should either inspect the goods for damage or refuse the product and return it to Sierra.

Request for Return Authorization Numbers must fall under one of the following four categories:

1. Order Entry error or Shipping errors on Products that are in Factory sealed cartons:

Examples of this category would include duplicate orders or shipments, and incorrect model shipments.

In these cases, an RA # will be issued and a restocking charge will not be charged as long as the factory sealed carton is in good condition with minimal writing on the carton.

2. Customer cancellations or stock adjustments for products that are in Factory sealed cartons:

In these cases an RA # can only be issued upon approval of Sales Management. A 15% Restocking Fee will be charged to the dealer.

3. Products that fall under one of the above categories but have been opened and repacked.

In these cases, an RA # can only be issued upon approval of Sales Management, after inspection by a Sierra Territory Manager, and a 15% restocking fee may be charged. The carton must be in re-usable condition with all packaging materials intact.

4. Products that have been received with Concealed Damage.

If the product was originally shipped via Common Carrier or UPS, Sierra Select will not issue an RA #. It is the dealer's responsibility to file a claim with the freight carrier.

If the product was shipped by Sierra Delivery Service, or Will Called at Sierra Select, an RA # will be issued if requested within thirty (30) days of receipt of goods.

The product must be repacked in the original carton, with complete packing materials and a copy of the RA must be attached to the carton. The carton must not show any damage that is consistent with the damage to the product.

Having fully read and understood the returns policy agreement above:

I agree and accept these terms

I do not agree or accept these terms