

# PRODUCT RETURN (RGA)

## 2025 RGA REQUEST FORM



### TERMS OVERVIEW:

1. All non-warranty return items must be returned within **NINETY (90) DAYS** of issuance.
2. Returns must be approved by the authorized Sales Representative.
3. Restocking fee is 20% on all regular product catalogue items. Restocking fee of 25% on Boutique Collection products.
4. Please provide specific details as to the reason for Return.
5. Any product[s] returned incomplete and/or not in resalable condition may be refused and/or subject to repackaging fees.
6. All returns are subject to final approval and inspection upon receipt.
7. All shipments must be returned freight prepaid to: **Zomodo Canada, 16-124 Connie Cres., Concord, ON L4K 1L7.**
8. Any un-authorized shipments received collect will be charged back to the customer.
9. Zomodo Canada has the right to refuse all non-authorized freight collect shipments on returned items.
10. Completed forms are to be emailed to: [CUSTOMERSERVICE@ZOMODO.CA](mailto:CUSTOMERSERVICE@ZOMODO.CA)

COMPANY NAME: \_\_\_\_\_ PROVINCE: \_\_\_\_\_

REPRESENTATIVE NAME: \_\_\_\_\_ DATE REQUESTED: \_\_\_\_\_

☐ CREDIT RETURN ☐ EXCHANGE ☐ WARRANTY REPLACEMENT ☐ SERVICE REQUEST

RESTOCKING FEE (20%) | (25% BTQ) ☐ YES ☐ NO Reason \_\_\_\_\_

ORDER DATE	PO NUMBER	PRODUCT CODE	QTY	REASON

### DIRECT CUSTOMER SHIPPING ADDRESS:

#### ZMD Office Use Only

DATE PROCESSED: \_\_\_\_\_ RGA FILE #: \_\_\_\_\_

AUTHORIZED BY: \_\_\_\_\_ CREDIT NOTE #: \_\_\_\_\_

DATE RETURNED: \_\_\_\_\_ APPROVED: ☐ STOCK ☐ DISPLAY

NOT ACCEPTED: ☐ SCRAP ☐ RETURN BACK

sinks | accessories | faucets | showers  
KITCHEN | LAUNDRY | BATHROOM | OUTDOOR

Please visit [www.zomodo.ca](http://www.zomodo.ca) for additional information on products, specifications, warranty, etc.