



The Macomb Group
Corporate Headquarters
 6600 E. 15 Mile Road
 Sterling Heights, MI 48312
 TEL: 586-274-4100
 FAX: 586-274-4125
 www.macombgroup.com

RETURN GOODS AUTHORIZATION FORM (RGA)

Please complete this form and include it with your return

All RGA requests require proof of purchase

If you have any questions please contact customer service at 888-756-4110

Send Returns back to:
 The Macomb Group
 Attn: Return Department
 6600 E. 15 Mile Road
 Sterling Heights, MI. 48312

* REQUIRED FIELD

CUSTOMER INFORMATION	
COMPANY NAME:	DATE:
CONTACT NAME:*	ORDER #:*
JOB NAME:	PO #:
EMAIL:*	PHONE #:*

RETURN INFORMATION			
ITEM	MG-PART #*	DESCRIPTION*	QUANTITY*
1			
2			
3			
4			
5			
6			

REASON FOR RETURN*	ADDITIONAL NOTES
INCORRECT PRODUCT ORDERED PRODUCT IS DEFECTIVE OTHER: _____ _____	_____ _____ _____ _____

RETURN TERMS & CONDITIONS

All returned items must be in **new or "like-new" condition** and must not have been used, installed, modified, altered or damaged (unless product is deemed defective - see below) and must be in the original packaging if applicable. Include all paperwork, parts and accessories and a copy of this RGA form. Also include your packing slip, invoice or any other Macomb Group paperwork to help expedite the return process. **STOCK ITEMS** are returnable for up to **120 days** after the ship date and are subject to a 20% restocking fee. Initial shipping charges are not refundable and the customer is responsible for return shipping costs. **SPECIAL ORDER (Non-stock) ITEMS** are items that The Macomb Group does not stock in our regular inventory. Unfortunately, **Special order (Non-stock) items are not returnable.** **DEFECTIVE ITEMS** will be eligible for credit if the material is found to be within the warranty upon inspection by the manufacturer or manufacturer's representative. Customer **credit will be issued after** The Macomb Group receives the credit from the manufacturer. Credit for defective products will be issued subject to the terms and conditions set by the manufacturer's warranty policy. **FABRICATED ITEMS** including cut lengths of pipe, coil, hose or any fabricated items are **not returnable.** **DAMAGED ITEMS:** Please inspect shipments from The Macomb Group **prior** to signing for delivery. Customers are responsible for any damaged products due to shipping if an approval signature is received. Claims for shipping damages, discrepancies or shortages must be made **within 5 days** of receipt of the material. Please contact The Macomb Group at 888-756-4110 upon receipt of your order. Claims on direct ship items must be made with the carrier that delivered the material in question. The Macomb Group Customer Support will work to resolve concealed damage shipments on UPS or FedEx deliveries that are reported within 48 hours. **Please contact customer support at 888-756-4110 with any questions regarding your return.**