

Display Supply & Lighting, Inc.
Return Worksheet

Rev Apr. 15, 2011

Before returning product: send this completed form by fax to 630.285.9670 or by e-mail to ckolf@dslgroup.com to have the RGA number assigned and an authorization form sent back to you.

Date: _____
 Customer ID# _____
 Company Name: _____
 Address1: _____
 Address2: _____
 City: _____
 State: _____
 Zip: _____

Customer PO# _____
 DS&L Sales Order# _____
 DS&L Invoice Number# _____
 Invoice Date: _____
 Quote #/ Job Name: _____

 Customer Contact Information: (*REQUIRED*)
 Contact Name: _____
 Phone #: _____
 Fax #: _____
 E-mail: _____

RETURN CODE Min. 25% restocking fee
Product return
 Code **40** New Condition and in original carton 75%
 Code **41** New Condition and NOT in original carton 50%
 Code **00** Return goods have chipped/broken glass are used, dented, scratched or damaged by customer 0%
Return for Repair or Replacement
 Code **11** No charge within 1 year warranty
Defective Product
 Code **10** Upon confirmation of defect or failure, at our discretion We will repair or replace the item or refund purchase price

Shipping Error
 Code **25** DS&L duplicated shipment
 Code **20** DS&L entered order incorrectly
 Code **31** DS&L shipped incorrect product

Received damage shipment
 Do not accept damaged packages
 Notify DS&L customer service within 24 hours that you have refused delivery.
 Code **30** Concealed Damage

 Product must be return within 30 days of invoice.

Part Number	Qty	Return Code	Unit Price	Condition/description of problem	Office Use

Replacement Items Sent (date) _____ SO# _____

E-Mail or fax completed form to DS&L RGA dept at ckolf@dslgroup.com or 630.285.9670