t. (800) 325-7008
f. (800) 342-7926
swanezpo@swanstone.com

Return Material Authorization (RMA)

Rev 8/15

Date:
Customer:
Name:
Address:
City, State, Zip:
Phone:

Send Authorization to
Email:
Fax:

INSTRUCTIONS
SWAN CUSTOMER SATISFACTION GUARANTEE IS 180 DAYS FROM ORIGINAL SHIP DATE. Please see our Returns policy for more details. Use only one line per item, all quantities are to be reported. All items returned will require the original purchase order, invoice or sales order number.

SWAN PART NUMBER	QUANTITY	REASON CODE	ORIGINAL ORDER NUMBER

REMARKS	**OFFICE USE**

REASON CODES

01 Ordered wrong color/model
02 Changed mind
03 Too long to receive
04 Ordered too many
05 Did not like quality
06 Did not like color
07 Did not like appearance
08 Did not fit
09 Shipping Error
10 Order Entry/Keying Error
11 Packing Error
12 Other

THIS REQUEST IS NOT AUTHORIZATION TO RETURN MATERIAL.
AUTHORIZATION IN WRITING WILL BE ISSUED WITHIN FIVE BUSINESS DAYS OF RECEIVING REQUEST FORM.