



PO BOX 150267 Ogden, Utah 84415  
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## RG A REQUEST FORM

\*\*\*This is not a return authorization\*\*\*

Company: \_\_\_\_\_ Date: \_\_\_\_\_

Contact Person in Charge of Return: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_ Fax: \_\_\_\_\_

Address: \_\_\_\_\_

Original Purchase Order # (Required for Return): \_\_\_\_\_

Related to Prior Year: Yes \_\_\_ No \_\_\_ RGA # (For Office Use Only): \_\_\_\_\_

Quantity	Part Number	Detailed Reason for Return

### Contractor Information

Contractor Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

### Job Site Information

Installation of Our Product Date: \_\_\_\_\_ Failure date: \_\_\_\_\_

How many valves? \_\_\_\_\_ What Controller was Used? \_\_\_\_\_

Length of Wire Run: \_\_\_\_\_

### Return Terms & Conditions

All approved returns must have a completed **Return Goods Authorization (RGA) Form** included with the returned product. **Returns must be received within 30 days of the RGA issue date.** All returns should be shipped freight prepaid unless approved by Customer Service.

**Credit is valid for 60 days after approval date.** If credit is not used within 60 days, credit will no longer be valid. Please notify your accounting department of this policy. Products are subject to inspection before a credit will be issued. \*\*\*All stock adjustment or non-warranty returns will be accessed at a 25% restocking fee and must be returned in new and saleable condition.\*\*\*

Please email or fax completed RGA Form to Customer Service for approval. Incomplete information may delay the return process. Once approved, the Return Authorization will be emailed or faxed back to you along with an address to return the product.

\*\*Returns will not be accepted without a prior authorization number\*\*.

We prefer to handle all communication regarding RGA requests and RGA approvals via email at [cs@thesource-online.com](mailto:cs@thesource-online.com).