



PLUMBTILE
ARCHITECTURAL BATH & TILE SPECIALISTS

Phone: (866) 758-6284

Fax: (858) 300-8871

Customer Return Materials Authorization Request

Customer Details

Name: _____ Sales Order _____

Address: _____ Phone _____

_____ Fax _____

_____ Email _____

Product Details

Brand _____ Part# _____ Item Description _____ Quantity _____

Reason for return: (In case of a defect – please give a detailed description) See Disclaimer Below

Brand _____ Part# _____ Item Description _____ Quantity _____

Reason for return: (In case of a defect – please give a detailed description) See Disclaimer Below

Brand _____ Part# _____ Item Description _____ Quantity _____

Reason for return: (In case of a defect – please give a detailed description) See Disclaimer Below

- A **minimum 35% restocking fee** will be applied to all merchandise returned/exchanged for reason other than defect or damage.
- **Please inspect your package for shipping damage** upon receipt. We must be informed of any shipping damages **within 3 business days** of receipt. We are not responsible for shipping damages beyond this period.
- **Returns/Exchanges will not be accepted after 30 days** from date of delivery.
- Items **must be returned in their original packaging** and as shipped by PlumbTile.com. Items returned in packaging other than the original packaging will be refused.
- PlumbTile.com cannot accept returns for items damaged in transit where the **damage is not reported to us within 3 business days** of a customer accepting that shipment.
- **In case of defective/damaged items:** Providing a detailed description, including photos when possible, can speed up the return process.

*****Regarding replacement orders – You will be charged for the replacement order and credited upon receipt and inspection of the original order. Or, you may choose to wait until we receive the incorrect item and issue credit before placing the new order.**

Internal Use Only: Rec'd by: _____ Rec'd on: _____ PO _____ INV _____