



### Return of Goods

Returned goods will not be accepted unless accompanied by a "return of goods form" containing the following information:

- Authorization number
  - Quantity of each product returned
  - Product reference number
  - Invoice number on which product was purchased
  - Purchase price of product
- Shipment will not be accepted unless this information is completed
- Collect return shipments will be refused
- Handling & administration charges up to 25% may be applied to credit.

Thank you for your co-operation,

The management

The form is titled "CUSTOMERS GOOD RETURN" and features the GU and FERCO logos. It includes fields for "CUSTOMER NAME:", "AUTHORISATION #:", "AUTHORISED BY:", and "DATE:". Below these is a table with 10 rows and columns for "ITEM", "QTY. SHIP", "QTY. RECEIVE", "REFERENCE #", "INVOICE NUMBER", "PRICE", "INVOICE DATE", "RESTOCKING CHARGE %", and "RETURN CODE". A "Notes:" section lists six return codes: 1. CUSTOMER ORDER MISTAKE, 2. ORDER ENTRY MISTAKE, 3. SHIPPING MISTAKE, 4. WRONG IDENTIFICATION, 5. DEFECT PRODUCT, and 6. OTHER REASON. At the bottom, there are lines for "RECEIVED BY:" and "DATE:", and "VERIFIED BY:" and "DATE:".