Return Materials Authorization Request Form (RMA)

3500 SW 42nd Avenue
Palm City, FL 34990
T: 1.800.340.TILE (8453)
www.internationalwholesaletile.com
E-MAIL TO: support@iwt-tile.com
FAX TO: 772.403.5010

PLEASE REVIEW OUR RETURN POLICY BELOW PRIOR TO COMPLETING THE RMA REQUEST FORM

- Material returns must be in excess of $50 per invoice.
- Material must be returned within 30 days of date of receipt.
- Restocking charge is 25% of returned material cost.
- Material must be prepared for return shipment as follows:
  - **1)** Material must be packaged in the original carton(s).
  - **2)** Boxes must be stacked upright, shrink wrapped and strapped to a pallet with RMA paperwork attached.
  - **3)** Material returned via UPS must be packaged properly. IWT will not credit material that is returned damaged.
- Upon request, IWT will quote return freight and upon approval make arrangements for return.
- Material must be available for pick-up on the Return Pick-up Date to avoid additional freight charges.
- Credit will only be issued for material received in resellable condition. Discontinued or close-out materials are not returnable.
- Material shade must be in stock for a credit to be issued.

IF YOUR PENDING RETURN MEETS OUR POLICY CRITERIA, PLEASE COMPLETE REQUESTED INFORMATION BELOW

Complete requested information below and fax/email to: **772.403.5010** or **support@iwt-tile.com**

IWT Customer Name: _____ Date: _____

IWT Customer Acct #: _____ PO/Order/Invoice #: _____

IWT Customer E-mail: _____ IWT Invoice Date: _____

IWT Customer Fax #: _____ IWT Customer phone #: _____

Warehouse Pickup Hours: _____

Material to be returned:

IWT Item Description	Color	Shade	Size	# Boxes	# Pieces

Reason for return:

_____

_____

_____

Customer authorization of fees. Please sign, date and fax/e-mail RMA form to: **772.403.5010** or s**upport@iwt-tile.com**

- By signing here, you agree to full 25% restocking fee and freight costs to return material back to IWT.
- If you require fees to be quoted, please do not sign and we will send a confirmation with fees to be approved.

Customer Printed Name	Authorized Customer Signature	Authorization Date