



Cust. ID: _____

Customer Name: _____

Invoice Date: _____

Invoice #: _____

Today's Date: _____

KSI RGA#: _____

EMAIL REQUEST TO:
KSIRGA@KSIAUTOPARTS.COM

Include Customer ID# in Subject Line of email

Customer Initiated RGA

QTY:	Part:	Description	Invoice#	Return Code	Disposition (Warehouse use only)

*****THIS IS NOT A CREDIT MEMO*****

Is part damaged? Yes No (If "Yes", original invoice date must be within the past 10 days)

Is part in original packaging and in re-sellable condition? Yes No

If part is CAPA, are both parts of the CAPA seal intact and attached to the part? Yes No

Is part painted? Yes No

Return Reason Codes

Code	Reason	Description	Details
1	DAMAGE	Damaged Part	Any damage to part or packaging
2	DEFECT	Defective/Poor Fit	Any defect or poor fit
3	JOBCAN	Job Cancelled	Order lost to competition/other
4	LOSTSL	Lost Sale	KSI failed to meet customer's expectation
5	OVERGE	Over Shipped	Duplication of shipment or invoice
6	QUALTY	Poor Mfg Quality	Part does not meet customer's expectation
7	SHORTG	Short Shipped	Short shipment or invoice
8	WRGPRT	Wrong Part	Wrong part sent to customer

RETURN POLICY

- All returns require proof of purchase from KSI
- All returns must be authorized by KSI and accompanied by an RGA prior to driver pickup
- Parts must be in unaltered, re-sellable condition, and in original packaging for full credit
- CAPA parts must have the CAPA seal intact and attached to the part
- Damaged or defective parts must be returned within 10 days of invoice date.
- Returns after 30 days from invoice date are subject to a 15% restocking fee
- No returns after 60 days from invoice date