



Customer Initiated RGA

Cust. ID _____
 Cust. Name _____
 Invoice Date _____
 Invoice # _____

Date _____
 KSI RGA # _____

Email Request To

ksirga@ksiautoparts.com
 Include Customer ID in the subject line

THIS IS NOT A CREDIT MEMO

QTY	PART	DESCRIPTION	INVOICE #	RET CODE	DISPOSITION <i>warehouse use only</i>

CHECK LIST

- Is the part damaged? Y [] N []
- Is the part in the original packaging and in re-sellable condition? Y [] N []
- If the part is CAPA,
are both parts of the CAPA seal intact and attached to the part? Y [] N []
- Is the part painted? Y [] N []

RETURN CODES

DAMAGE	Damaged Part	Any damage to part or packaging
DEFECT	Defective / Poor Fit	Any defect or poor fit PHOTOS REQUIRED
JOBCAN	Job Canceled	Order lost to competition / other
LOSTSL	Lost Sale	KSI failed to meet customer's expectation
OVERGE	Over Shipped	Duplication of shipment or invoice
QUALTY	Poor Mfg Quality	Part does not meet customer's expectation
SHORTG	Short Shipped	Short shipment or invoice
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 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