



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	Notes
1	DAMAGE	Damaged Part	Any damage to part or packaging
2	DEFECT	Defective/Poor Fit	Any defect or poor fit - <b>PHOTOS REQUIRED</b>
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 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