INNOVATIVE CREATIONS INTERNATIONAL

Return Goods Authorization

RETURN POLICY

All returns are subject to a 15% restocking fee, and must be returned within 180 days of purchase. Special order and clearance items are non-returnable. Credit will only be issued on accounts that are in good standing. No refunds are available. Returns must be received undamaged and in original packaging at our Lethbridge warehouse. Returns must be shipped prepaid. Shipping insurance is highly recommended. All returns must have an RGA number.

INSTRUCTIONS

1. Read our Return Policy above to confirm your items are eligible for return. For damage or warranty claims, please contact us before filling out this form.
2. Fax us the completed form. Allow up to 48 hours for processing.
3. After processing your request, we will supply you with an RGA number. Ensure the RGA number is visible on each return by using a packing sleeve, or writing directly on the bill of lading.

Note: Opened packages must be re-packaged properly so they are not damaged during shipping. Credit will not be issued for products damaged during shipping back to our warehouse. To learn how to properly package your product for shipping, please contact us.

CONTACT INFORMATION

Customer ID / Company Name:		Date:
Contact Name:	Phone:	Fax:

RETURNS

Invoice Date	Invoice No.	Part No.	Qty.	Reason for Return