



## Important Hardware Return Procedures

Please follow these guidelines when returning any material(s) to American Building Supply, Inc. Please note that ALL returns (regardless of reason) must have a RETURN AUTHORIZATION FORM approved prior to the acceptance of any hardware by American Building Supply, Inc.

### **Returns**

All returns must be repacked in their original manufacturer's box utilizing all factory packaging, include all parts and accessories (screws, strikes, faceplates, etc.) and must not have been previously installed and/or used.

No hardware may be returned if any modifications have been made to the original product (ie: cut, twisted or modified wire, etc.)

There can be no writing or markings on the original manufacturer's box. This could prevent ABS from authorizing a credit memo and/or return to stock. Freight charges may apply if we must return this back to our customer.

Returned products will be inspected and/or tested to confirm that they are defective within the terms of the warranty or suitable for restocking.

### **Defective Hardware**

All defective products must be inspected prior to credit being issued by ABS. Please be specific in detail when explaining the defect. Please do not use "broken/does not work/inoperable", etc.

In the event that a defective product was a factory order or special order, the inspection may take place at the factory and may delay the credit memo being issued by ABS. We reserve the right to return any product to the customer if deemed in good working order by ABS or by the factory. Freight charges may apply to return this product to our customer.

### **Restocks**

In the event that any hardware product must be returned due to unforeseen circumstances, ABS will be happy to provide an authorization for return, which will be subject to a minimum 20% restock charge. **Factory orders and special orders are not returnable.**

We respectfully request that all returns be made within 10 days of receipt of order and NO returns will be accepted after 90 days.



**ABS - AMERICAN BUILDING SUPPLY, INC.**  
**HARDWARE DIVISION**



**RETURN AUTHORIZATION FORM**

(incomplete and/or inaccurate information may delay the process of this return request)

Date: \_\_\_\_\_

Company Name: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Account #: \_\_\_\_\_

PO: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Invoice: \_\_\_\_\_

Only products listed on this form will be considered for authorization and return. Acceptance of product by ABS remains the property of the customer until credit is issued by ABS. Please be advised that this form does not constitute a credit. The final credit will be issued upon approval and inspection of the product. If, at any time, any return does not meet the criteria set forth by ABS, we reserve the right to return the product and freight charges may apply.

**All returns subject to a restock fee and no returns will be accepted after 90 days of receipt.**

Reason for Return:

CWR (credit with restock)

DEF-Defective (subject to ABS/factory inspection)

(please be specific: do not use broken, does not work, inoperable, etc.)

<b>Reason</b>	<b>Item Number/Description</b>	<b>Qty.</b>	<b>Restock (ABS use only)</b>
<b>Explain:</b>			

RGA Approval (ABS use only):

Issued By: \_\_\_\_\_

RGA: \_\_\_\_\_

Include a copy of this form with the returned product.

**FAX TO NORTHERN CALIFORNIA AT (916) 379-4287**  
**FAX TO SOUTHERN CALIFRONIA AT (909) 581-7970**