

# Center for PREVENTION & EARLY INTERVENTION Policy

The Florida State University Institute of Science and Public Affairs

## Return Goods Authorization (RGA) Form

Please complete and fax or email this form to:

Returns Department

(850) 922-1300 phone

(850) 922-1352 fax

[mwvirgin@cpeip.fsu.edu](mailto:mwvirgin@cpeip.fsu.edu)

### ITEM(S) BEING RETURNED

QTY	HANDOUTS	CURRICULUM	SPN / ENG	DESCRIPTION

Customer Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Invoice: \_\_\_\_\_ Daytime phone: \_\_\_\_\_  
 Fax: \_\_\_\_\_  
 Comments: \_\_\_\_\_  
 \_\_\_\_\_

### REASON FOR RETURN (Please check one) :

<input type="checkbox"/>	I ordered the wrong item(s).
<input type="checkbox"/>	Product is not compatible with my existing program.
<input type="checkbox"/>	Material was clearly damaged during shipment.
<input type="checkbox"/>	I ordered the wrong quantity.
<input type="checkbox"/>	Other reason. Please Specify: _____

### DIRECTIONS FOR RETURNING GOODS

- To request a RGA form to return merchandise, you can download the form at <http://www.cpeip.fsu.edu> or call our Returns Department at (850) 922-1300. Once you have completed the form, fax it to (850) 922-1352 or email [mwvirgin@cpeip.fsu.edu](mailto:mwvirgin@cpeip.fsu.edu). Please allow five (5) working days for CPEIP to process RGA (Return Goods Authorization) requests.
- CPEIP must have returned merchandise on hand within fourteen (14) days of receiving an approved RGA number (faxed/mailed to you by CPEIP).
- All units must be returned in original factory packaging. If original packaging is not available, Customer must package goods carefully and individually to prevent damage in transit. No credit will be issued if damage occurs due to poor packing.
- Mark all cartons with RGA number. Include a completed copy of the RGA form and a copy of your invoice in the box(es) to be returned.
- Returned goods must be shipped according to CPEIP's shipping instructions. Fees incurred as result of Customer not following shipping instructions will be charged back to the Customer's account.

### Return Policy

All pre-approved returns must have the RGA number marked on the outside of the package. CPEIP reserves the right to give partial or no credit for the following reasons:

- Improperly packaged returned merchandise.
- Any units which may have been tampered with or are missing pages.
- Merchandise returned after fourteen (14) days of RGA approval.
- Merchandise which did not originate from CPEIP.
- Used product with no resale value as deemed by CPEIP.
- Product returned does not match the reasons for return stated on the initial RGA request.

Any applicable credit will be issued within thirty (30) days after receipt of goods. CPEIP reserves the right to assess a 25% restocking fee for returns.

Please see back of ordering form and/or <http://www.cpeip.fsu.edu> for complete listing of terms and conditions.

FOR OFFICE USE ONLY		
Approve	Denied	Void
Note:		
RGA #		

Include a completed copy of the RGA form and a copy of your invoice in the boxes to be returned.