



RETURN AUTHORIZATION FORM

Return Instructions + Process + Help: 1) Complete all fields below; 2) Email completed RA Form to help@nationalew.com; 3) in 1-5 business days, you will receive an email with your Free Return Shipping label + directions. Incomplete and incorrect RA form may delay return or disqualify return. For questions and fastest assistance with your return, visit our online [Help Center](#).

Required Return Authorization #: _____

Request Date: _____

Company Name: _____ **Contact Name:** _____

Address: _____ **City:** _____ **State:** _____ **Zip:** _____

Email: _____ **Phone:** _____ **Order #:** _____

Return Item(s)

Customer To Complete			Internal Use Only			
Qty	Item #	Item Description	Order Qty	Return Qty	Resalable Condition	
					Yes	No
					Yes	No
					Yes	No
					Yes	No
					Yes	No

Reason for Return. Please Check Applicable Reason.

Received Wrong Quantity
 Item(s) Arrived Damaged
 Ordered Wrong Item(s)
 Item Defective
 Received Wrong Item(s)
 Duplicate Order
 Ordered Wrong Quantity
 Other _____

30 Day Free Return + Return Rules

- Free returns up to 30 days from delivery date for Qualified Return Item(s). See complete return rules and full details of Terms of Sale at NationalEW.com.
- Qualified Return Item(s) return must be returned undamaged, and in its original packaging with this Return Authorization form attached and/or inside box. Return item(s) not in their original packaging may be Unqualified Return Item(s) for return and refund; and at the sole, reasonable determination of National. Qualified item(s) return and refunds will be processed within 3-10 business days of receipt. From that point, expect your refund to post to your credit card statement within 2-7 business days, depending on your credit card issuer. At customer request and shipping expense, Unqualified Return Item(s) we receive will be re-shipped back to customer. Contact or online [Help Center](#) or by help@nationalew.com if you do not see refund posted to your account after 14 business days from our return receipt.
- Item(s) must be returned within 15 business days of customer receiving return shipping label and Return Authorization #. After 15 business days, returns will not be accepted, processed or refunded.
- Unqualified Return Item(s) include the following: Electronics; Appliances; Floor Cleaning Machines; Floor Equipment Parts; Sales Items; Clearance Items; Closeout Items; Custom Print and Logo Items; and item(s) with no proof of purchase from National.

Internal Use Below

Return Check In			Order Return + Processing			
Item(s) returned in original package + in resalable condition?	Yes	No	Item(s) returned within 30 days from the invoice date?	Yes	No	
Return Authorization form with the returned box(es)?	Yes	No	Item(s) returned within 10 days of RA # being issued?	Yes	No	
Item(s) unused + unopened?	Yes	No	Were pictures sent of returned package(s)	Yes	No	
Return item(s) or outer package(s) damaged?	Yes	No	Customer want to wait in line for original item(s) ordered?	Yes	No	
Did any return item(s) arrive damaged + caused by shipper + need to be charged-back to shipper?	Yes	No	Credit issued to account for qualified return item(s) + backorders cancelled?	Yes	No	
			Shipper damaged item(s) charged-back to shipper issued?	Yes	No	