

[Atlantia RMA Policy and Procedures](#)

ALL RMA REQUESTS MUST BE COMPLETED ON ATLANTIA'S RMA REQUEST FORM

Reasons for returning:

Stock Balances:

- Packaging must be in original condition and unopened.
- Have all store labels, price tags and security tickets completely removed. No Sticker residue left on packaging.
- 90 days to stock balance from Invoice Date, must be current stock.
- Must be approved and issued an RMA number prior to shipping

Defective unit:

Specify the exact problem ("damaged goods" and "defective" answers will not be accepted.)

- 1 year on all defective items from date customer purchased
- Must be approved and issued an RMA number prior to shipping

Received wrong product:

- Packaging must be in original condition and unopened.
- Have all store labels, price tags and security tickets completely removed.
- Specify "wrong product delivered" on form as reason

Procedures to Follow:

Each customer should have a copy of the RMA form, it is to be used for every type of RMA. If you do not have an RMA form, please download from our website.

On the form the following information is mandatory:

- **Invoice or Purchase Order No.**
- **Cost**
- **Quantity you are returning**
- **Part number**
- **Description**
- **Reason for return**
- **Credit/Exchange * list your preference**

Note: if any information is missing or incorrect it will be sent back for completion

INVOICE NUMBER: This number is provided on the top right corner of your invoice, the *only* other acceptable number to use is your PO number.

COST: This is the price you purchased the unit for. This will be found on the invoice, these needs to match up with our system in order to provide you with an accurate credit.

QTY: Please list the quantity you are returning. Please note if you are returning the same item from different invoices, please start a new line and use another invoice number for the remaining quantity.

PART NO: Atlantia's Part number (sku) is located on the invoice. This is the number that must be used on an RMA form for processing.

DESCRIPTION: This is a short description of the product you are returning is. This can also be found on the invoice.

CREDIT/EXCHANGE: Please specify whether you need a credit or an exchange.

- Credit will be issued once the product has been received and deemed defective
- Exchanged product will be shipped once the product has been received and deemed defective. Exchanged units will be shipped at Atlantia's cost.

REASON FOR RETURN: It is very important we know the reason for the return. In some cases this is quite obvious however that is not always the case.

[Unacceptable Stock Returns:](#)

SPECIAL ORDERS: Product that has been special ordered for you is non-refundable. These items are a onetime sale which Atlantia is under no obligation to take back. This applies to all products Atlantia needs to make special arrangements to bring in for your store.

SEASONAL STOCK: All seasonal stock is non-refundable; the only exception will be made on defective product.

SPECIAL/BUNDLE ITEMS: All items purchased through a bundle or special promo prices are final sale unless an agreement has been made prior between the accounts sales rep and the purchaser in writing.

EOL PRODUCT: Stock that is no longer current cannot be returned as it is considered unsalable.

[Where to send your RMA request:](#) When your RMA is completed please email to rma@atlantia.ca Your RMA will be reviewed and checked carefully to ensure all information is correct, you will receive a return email with your document along with an RMA number included.

What is an RMA #? : Your RMA # is logged in our system; this number will appear on any exchanges coming back to your store and will also guide the technicians who are testing your defectives. This number keeps track of the complete RMA form in our system. It is very important. **NO RMA WILL BE ACCEPTED WITHOUT AN RMA NUMBER.**

Where do I send the RMA now that it is ready?

**** Please note that Atlantia is not responsible for freight on returned defective goods. Atlantia will be happy to pay freight on exchanged goods shipped out****

All RMA's will be sent to the Atlantia Warehouse, see address below, with the RMA # clearly marked on the outside of the box as well as to the attention of the RMA Dept. For Example:

ATTN:

Atlantia RMA Department

#110-715 Eaton Way

Delta, BC

V3M 6S5

Now What? Now that your RMA has shipped to Atlantia it will be tested and either exchanged, credited or returned to the store depending on what the technicians find.

IMPORTANT NOTE: RMA Validity

Once your RMA # has been issued, it will be valid for 3 weeks from that date. Any RMA's received after that time will be refused and the RMA# will expire. If you need an extension please contact your sales rep for a new RMA#.