

RETURNED GOODS AUTHORIZATION FORM



Service • Trust • Value

To submit a request for a Returned Goods Authorization (RGA), please provide the following information.

RGA

Order #: _____

Ship Date: _____

Customer PO#: _____

Customer #: _____

Entered By: _____

Company Name: _____

Email Address: _____

Contact Name: _____

Vendor Ticket #: _____

Contact Phone: _____

RGA #: _____

QTY	DATE CODE	VENDOR CODE & PART NUMBER	DEFECTIVE/NOT NEEDED

Details: Do you Want: CREDIT REPLACEMENT ORDER REPLACEMENT #: _____

Why/How?: _____

- Procedure:**
- Complete this form.
 - E-mail to our returns department (returns@doylesecurity.com)
 - Our returns department will e-mail you your RGA number within 24 hours.
 - Print return RGA form and include with return package.
 - Please return product in original packaging along with this form.
 - **DO NOT WRITE ON ORIGINAL RETAIL BOX.**

Ship To: Doyle Security Products
2211 West River Road N.
Minneapolis, MN 55411

Revised 3/20/2024

RETURNED GOODS POLICY

- Doyle's handling of defective products is determined by the original manufacturer's policy. This includes the length of warranty and whether a defective item will be replaced, repaired or credited. Any item not purchased from Doyle Security Products that is covered under the manufacturer's warranty will be either repaired or replaced, no credit will be issued.
- Customers may be required to call the manufacturer to obtain a Technical Support ticket number before returning the product(s) back to Doyle. All returns must be accompanied by a Doyle generated RGA number to avoid delays in processing your return. RGA's are valid for THIRTY (30) days from date of issue.
- You may return not-needed stocked products which are complete, unused, and in saleable condition. Installed electronics, including wires that looked to have been twisted will not be accepted. Products requiring reconditioning (new boxing, packaging, missing screw packs or instructions, etc.) to a saleable condition will NOT be accepted. Customers are responsible for the cost of return freight of not-needed products sent back to Doyle for credit.
- Stock items returned within 14 days of purchase will have no restocking fee. Items returned within 15-30 days will incur a 25% minimum restocking fee. Items over 30 days are not returnable.
- Special ordered, non-stock merchandise is NOT RETURNABLE, except in the case of an error by the factory or product failure. Clearance, discontinued, and obsolete products are NOT RETURNABLE. No exceptions.
- All products will be subject to the manufacturer's warranty. Terms and conditions vary by manufacturer. Some items may be returned for repair only.
- Advance Replacement for defective products will be billed to customer until potential defective item is returned. Credit will only be issued when the manufacturer issues credit. It is the manufacturer's option to repair, replace or credit. Defective product must be received by Doyle within 30 days of RGA being issued.

GENERAL SALES POLICY

Prices are subject to change without advance notice.

Payment terms are net 30 days from date of invoice, upon approval of Doyle Security Products. No shipments will be made unless your account is current.

All returned checks are subject to a \$40.00 handling charge. Repeated problems with returned NSF checks will result in an account to be handled on a prepay or cash only basis.

Doyle accepts Visa, Master Card, Discover, and American Express.



Minimum invoice is \$40.00. Any invoice under this minimum is subject to a \$25.00 service charge.

Freight will be prepaid and added to the invoice. Prepaid Freight orders will qualify per your pricing program. Prepaid freight excludes oversized/heavy items such as door closers, key machines, continuous hinges, full length astragals, etc. Items longer than 96" will be shipped Spee-Dee (if available in shipping area) unless otherwise specified. Shipping charges will be incurred on special orders and drop shipments. Please read the notice regarding lost or damaged freight.

Special orders for non-stock merchandise must be accompanied by a purchase order and email approval. After the order is placed with the factory, it cannot be canceled and is not returnable (except in the case of a factory error). Freight WILL be charged on all special orders.

Doyle Security Products' handling of defective goods is determined by the original manufacturer's warranty policy. This includes the length of warranty and whether a defective item will be replaced, repaired, or credited.

All accounts will be subject to a minimum annual purchase total of \$2,500.00 to remain active and will be reviewed on a quarterly basis.

If you do not see what you need in our catalog, contact Sales and we will special order it for you.