

# Return Merchandise Authorization Form

1. Fill out this form completely. Upon claim approval an RMA number will be emailed to you. All returned product must have pre approval and have an assigned RMA number. No Product will be considered for refund or exchange without an RMA number.
2. Return the item(s) in original packaging using the information on the RMA form. Be sure to write the RMA number clearly on the Box or packaging of item(s). Purchasing shipping insurance is recommended. Pro Tech BBQ Islands not responsible for goods that are lost or damaged in return shipping.
3. Please email your tracking information to [customerservice@protechbbqislands.com](mailto:customerservice@protechbbqislands.com).
4. Once the item has been inspected and approved, a refund or replacement should be issued within 7-14 business days. Refunds will be issued in the original form of payment.

Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Cell Phone \_\_\_\_\_ Home Phone \_\_\_\_\_

Work Phone \_\_\_\_\_ Email \_\_\_\_\_

**Product** \_\_\_\_\_

**Date of Delivery** \_\_\_\_\_

**Reason for Return**

\_\_\_\_\_  
\_\_\_\_\_

Any damaged or missing items must be reported within 48 hours of delivery by emailing [customerservice@protechbbqislands.com](mailto:customerservice@protechbbqislands.com). All products considered for refund or exchange must be returned within 30 days of delivery in original packaging. Returned product received in a condition which we deem unacceptable may be denied. Upon receipt of said product we will either refuse it or contact you by email to notify you that the item was received damaged or used. If the item was received damaged you may file a claim with your shipping company.

All warranty returns must fall within the warranty guidelines which are outlined on the Pro Tech BBQ Islands website.

We allow you to return new, unused, resalable items. Return of new products requires pre approval using RMA procedures. We must receive product within 30 days of approval or product return will not be accepted. Products must be returned in their original packaging in new condition. After inspection and approval, a refund will be issued (minus our shipping cost). Return shipping cost to be paid by customer. No Restocking Fee. Most companies charge a 15% or more restocking fee. If your return is because of our error, shipping fees will be refunded.

**More information or pictures may be required before Claim is approved.**

**Pro Tech BBQ Islands use only**

Authorized by \_\_\_\_\_ Authorization number \_\_\_\_\_

