RMA Request

[1] □ Invoice (or)
□ P.O. Number _____   [2] RMA # _____

Date: _____ Rep: _____

[3] Company: _____

Address: _____

City/State/ZIP: _____

Contact: _____

Phone: (_____) _____ - _____   Fax: (_____) _____ - _____

[4] **All product must be returned to the address below if not authorized for SIF.**

□ **Franke Consumer Products**
600 Franke Drive
Ruston, LA 71270

[5] Model Number	[6] Invoice Amount	[7] Qty	[8] Return/Scrap	[9] Restock Fee - 25%	[10] Reason Code
1.	$		□R □S	□	
2.	$		□R □S	□	
3.	$		□R □S	□	
4.	$		□R □S	□	
5.	$		□R □S	□	
6.	$		□R □S	□	
7.	$		□R □S	□	
TOTAL	$				

Note:

• Photo of damage must accompany request.
• If total $ of RMA is between $2,500 and $4,999 or reason for return is stock exchange, then the applicable Franke Regional Manager must approve.
• If total $ of RMA is $5,000 or more, then V.P. Sales must approve.
• For Reason Codes, see attached listing.
• The RMA number must appear on all paperwork and product packaging for credit to be issued in a timely manner.

** No previously installed product will be considered for RMA. Consumer should call directly for warranty coverage.**

Call us at 800-637-6485 with any questions to ensure your RMA Request is correct and can be processed for credit. Fax a copy of the completed RMA Request to us at 800-789-6201 or email to ks-customerservice.us@franke.com.

RMA Request

Instructions:

1. A separate RMA request is required for each PO/Invoice number. Please provide the Franke invoice number or the PO# of the purchased product and check the appropriate box.
2. RMA must be noted on returned product and associated paperwork.
3. Customer information must be complete. Include customer's complete contact information.
4. Method of return:
   - Return applicable collect shipments <u>over 150 lbs</u> to Ruston, LA via LTL carrier. Please use SEFL, SAIA, or Yellow Freight.
   - Return shipments <u>under 150 lbs</u> for which Franke will cover freight - a call tag will be issued via UPS.
   - Return prepaid shipments <u>under 150 lbs</u> via any carrier, meaning the customer pays the freight charges to return the product to us.
5. Model number. Provide the complete model number of the product.
6. Invoice amount. Enter the invoice amount charged for the product.
7. Quantity. Provide the quantity of product to be returned or scrapped.
8. Return or Scrap. Indicate if the product will be Returned (R) or Scrapped (S). General guidelines- damaged/ defective product may be scrapped if photos provided. RMA confirmation to confirm approval for SIF.
9. Restock fee. This box must be checked on every item being returned for reasons other than damage or stock exchange unless approved by the Franke Customer Service Manager. The restocking fee is 25%.
10. Reason code. Choose a reason code from the list below for each item being returned. If you are unsure which reason code to use, contact us at 800-626-5771 for assistance. _Any return without a valid reason code will not be processed by Franke._

** No previously installed product will be considered for RMA. Consumer should call directly for warranty coverage.**

Reason Codes:

PRODUCT	CODE	ISSUE
Stainless Sink	101	Finish- discolored, rusting, pitting
	102	Finish- excess weld grind or ugly weld
	103	Logo - quality or placement
	104	Scratch - deck or bowl - no packaging damage
	105	Dent - deck or bowl - no packaging damage
	106	Warped Deck
	107	Pooling
	108	Seam pop (vita bowls)
	109	Leak at seam (vita bowls)
	110	Missing Parts - clips, etc.
Fireclay Sink	201	Out of Tolerance - warped edge, bowed, saddle deform
	202	Stump Hole malformed - too small, not round
	203	Damaged - chipped - no packaging damage
	204	Logo - quality or placement
	205	Glaze - inconsistent color, black specs under glaze, section missing glaze
Faucets	301	Finish - discolored, peeling, scratched, dented
	302	Leak at spout
	303	Leak at base
	304	Leak at sprayhead
	305	Leak at cartridge
	306	Won't swivel
	307	Decreased water flow/pressure
	308	Will not divert from spout to sprayhead
	309	Hose leak/burst
	310	Missing parts
	311	Repair part not available
Granite	401	Out of Tolerance - warped deck, saddle
	402	Finish - discolored, stained
	403	Damaged - chipped - no packaging damage
	404	Damaged - broken/cracked - no packaging damage
	405	Pooling
	406	Missing Parts - Clips, etc

PRODUCT	CODE	ISSUE
POU	501	Finish - discolored, peeling, scratched, dented
	502	Bad valves
	503	Won't swivel
	504	Decreased water flow/pressure
	505	Missing parts
	506	Repair part not available
Accessories	601	Rust/Discoloration
	602	Split/Broken/Bent - no packaging damage
	603	Peeling Coating
	604	Mismatched Wood
	605	Missing Parts - feet, bumpers, colander
Filtration	801	Leaking housing
	802	Leaking connections
	803	Low flow
	804	Taste/odor/sediment
	805	Missing Parts
Admin	901	Order entry error (qty or item error)
	902	Incorrect pricing
	903	Freight rate correction
	904	Shipping/Handeling damage (w. carton damage)
	905	Wrong item in correct packaging
	906	Overshipment
	907	Shortage
	908	Customer changed mind (include restock fee)/customer order error (include restock fee)
	909	Buyback
	910	Labor - customer concession - mgmt concession
	911	Fine - missing/late ASN
	912	Fine - missing documentation (UPC, pack slip, sticker)
	913	Fine - partial shipment
	914	Fine - late delivery
	915	Fine - excess load time
	916	Fine - wrong carrier
	917	Heating tank/disposer - mgmt concession