

If you would like to make a return, you must complete this Return Merchandise Authorization (RMA) form.

RMA Procedure:

Please read our Returns Policy, which can be found at www.thesurfaceagent.com/store-policies.

Returns claims must be made within 3 days of standard delivery.

RETURN MERCHANDISE AUTHORISATION FORM

To complete a Return Merchandise Authorisation (RMA) request, please complete this form and submit to sales@thesurfaceagent.com

RMA Procedure:

- 1) Read our Returns Policy, which can be found at www.thesurfaceagent.com/store-policies
- 2) Merchandise must be returned to The Surface Agent uncut and unused, along with original packaging.
- 3) Print and include this completed form along with your merchandise return to our Showroom location.

THE SURFACE AGENT
ATTN: RETURNS
Maurice Bishop Memorial Highway, St. George's
Grenada

- 4) If your claim has been rejected by our suppliers, and you do not wish to keep your item, you may opt to resell to The Surface Agent dead stock program. Shipping fees, Import Duties, Taxes, and a 25% restocking fee will be deducted from the resale offer.
- 5) Shipping charges cannot be refunded unless liability is accepted by the courier.
- 6) If you have any questions or concerns, please contact us at sales@thesurfaceagent.com with your order number referenced.

Name:

Address:

Phone:

Email:

Order Number:

Reason(s) for Return: (select all that apply)

- | | | |
|---|---|---|
| <input type="checkbox"/> Staining on Usable Width | <input type="checkbox"/> Tears / Holes | <input type="checkbox"/> Damaged or Defective |
| <input type="checkbox"/> Incorrect Item(s) Received | <input type="checkbox"/> Received Less Than Ordered | <input type="checkbox"/> Misprinted / Unprinted |