Returns | RMA

Process returns or RMA of any kind

- [RC Return for Credit](#)
- [RR Return for Replacement](#)

RC Return for Credit

RC or Return for Credit

RC - Return and credit
1) Link Invoice
2) Internal note
    a. Reason for return
    b. Type of rrceturn (whats getting returned)
    c. Refund amount (include discount)
3) Make Receipt
    a. In line item Change = location: Main
        i. Main = here
        ii. Return = Factory

Final step

Replacement from factory required?
1) Complete the return. After receipt is made, give to Purchasing dept

Just Credit to customer?
1) Your done.
2) Return to inventory if applicable.

Note:

Replacements:
   When returning this item, please be aware that we will be sending this to the factory for inspection. If it does not pass inspection, we will ship the item back to you with an invoice for the acquired factory fees and the unit that was advanced to you during this replacement. If that is understood, I will process your return request using RMA #

RR Return for Replacement

RR or Return for Replacement

RR - Return and replace (with different part)
    1) Make new SO, customer buys a new unit on separate order.
       a. Process order with new part, customer signs out with new part.
    2) Make RR - Return & credit
    3) Link Invoice
    4) Internal note
       a. Reason for return
       b. Type of return (whats getting returned)
       c. Refund amount (include discount)
    5) Create Receipt (shipment)
       a. In line item Change = location: Main
          i. Main = here
Return = Factory

Final step

Replacement from factory required?
 1) Complete the return. After receipt is made, give to Purchasing dept

Just Credit to customer?
 1) Your done.
 2) Return to inventory if applicable.

Note:

Replacements:
   When returning this item, please be aware that we will be sending this to the factory for inspection. If it does not pass inspection, we will ship the item back to you with an invoice for the acquired factory fees and the unit that was advanced to you during this replacement. If that is understood, I will process your return request using RMA #