



## RMA (Returned Material Authorization)

### Directions for Authorization to Return Materials to QualiChem

1. To obtain approval to return products to QualiChem, complete this form and e-mail or FAX to 540-375-3880. Within 24 hours, you will receive a confirmation of our receipt of the form. **If you do not receive the confirmation, call QualiChem Customer Service.** Retain a copy of the completed form.
2. Upon receipt of this form, QualiChem will assign a RMA Number and return the form with an RMA Number, shipping, and stocking information. The RMA Number must be written on all returned container and shipping documents.
3. Include a copy of this form with the return shipment.

Date:	Company
Company Location:	
Company Contact:	e-mail:
Phone:	Fax:
QualiChem Sales Representative:	Customer Service Representative:

Enter information on all containers to be returned. **List partial containers as separate line items.**

Product Name	Container Size	Number of Containers	Volume in Container	Lot No. (BT xxxxx)

Reason for Return Request:

THIS SECTION TO BE COMPLETED BY QUALICHEM

RMA NUMBER \_\_\_\_\_

Restocking Charge \_\_\_\_\_ Freight Payment by \_\_\_\_\_

Shipping Instructions \_\_\_\_\_

Received by \_\_\_\_\_ Date \_\_\_\_\_ Quantity \_\_\_\_\_

QualiChem, Inc. • 2003 Salem Industrial Drive • Salem, VA 24153 • [www.qualichem.com](http://www.qualichem.com)  
Fax (540) 375-3880 • Phone (540) 375-6700

*This section to be Completed by QualiChem*

RMA Number: \_\_\_\_\_ (MM.DD.YY.Initials of approver)

Formula Number: \_\_\_\_\_

Return Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

Does Returned Product Require Laboratory QC Analysis? Yes \_\_\_ No\_\_\_

Plan for Product Use on Return: \_\_\_\_\_

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Labels to be Prepared for Returned Containers

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***Directions for Customer Service, Lab, and Production Completion of this Form:***

1. If return of material is approved, CS complete the QualiChem section at the bottom of Page 1 of this form. Provide RMA number, restocking charge, freight payment, and shipping instructions. The RMA number should be in the form of MM.DD.YY.Initials of Person approving RMA and should also be written on Page 2 of this form.
2. Email or FAX a copy of Page 1 to the customer.
3. Customer should write the RMA number on the product containers to be returned, as well as placing the RMA Number on shipping documents.
4. Complete "Plan for Product Use on Return".
5. This page of the form is for internal use only – do not send the completed copy to the customer.
6. When the material has been returned, Page 1 and Page 2 of the completed form should be combined with the Bill of Lading and returned to Customer Service.
7. Follow the procedures outlined in the "Raw Material Authorization" flowchart to complete the RMA process. Initial and date as steps are completed.
8. Completed documents should be stored in the "Completed RMA" folder in the Production File.