

# RETURN MERCHANDISE AUTHORIZATION REQUEST FORM

*Please Note: You must submit this form to Customer Services for an Official  
Returns Authorisation Number to be issued.*



## CUSTOMER NAME & ADDRESS:

## DELIVER TO:

Esko Safety  
Attn. Returns Dept.  
117 Connett Road, Bell Block,  
New Plymouth 4312

## DATE:

## REASON FOR RETURNING GOODS

CUSTOMER ORDER NO.

INVOICE / DELIVERY  
NOTE NO.

CUSTOMER  
CONTACT NAME:

CONTACT  
TELEPHONE NUMBER:

CONTACT  
EMAIL ADDRESS:

PRODUCT CODE

DESCRIPTION

STOCK UNIT  
( EACH, PAIR, PACK, CARTON )

QUANTITY RETURNED

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## RETURNS PROCEDURE

Products may be returned by following these steps:

1. Download a copy of the Return Merchandise Authorisation (RMA) Request Form from the Terms and Conditions section of the Esko Website, [www.eskosafety.com](http://www.eskosafety.com) or email [sales@eskosafety.com](mailto:sales@eskosafety.com) to request a form.
2. Fill out the RMA Request Form in its entirety.
3. Submit the completed RMA Request Form by email to [sales@eskosafety.com](mailto:sales@eskosafety.com)
4. Receive via email, the approved RMA Form containing the Return Authorisation Number from our Customer Service department.
5. Pack the authorised items as per the instructions listed below. Be sure to place the RMA form in or on the box with the item(s) being returned.
6. Return the authorised items within 7 days of the date that the RMA was issued.
7. Allow 2 weeks for shipping and processing before receiving the Credit Note.

## INSTRUCTIONS FOR THE RETURN OF GOODS

1. Mark the outside of the box(es) with the RMA number and enclose the RMA form in the box or 'Documents Enclosed' sleeve.
2. Return only the items that have been authorised to be returned.
3. Send the returned items to:

**Esko Safety Ltd**  
**Attn. Returns Dept.**  
**117 Connett Road, Bell Block**  
**New Plymouth 4312**

**Any items returned without an RMA form enclosed will not be considered for credit.**

**Esko accepts no responsibility for losses or damages incurred during transit.**

Should you have any queries regarding this, please email [sales@eskosafety.com](mailto:sales@eskosafety.com)

## ESKO TERMS OF TRADE; RETURNS POLICY:

- a. The Customer should check contents of deliveries on arrival. Any claims for incorrect quantities or products must be notified to Esko within 7 days of delivery.
- b. Before returning goods, the Customer must obtain a Returns Authorisation Number from Esko Customer Services. No goods will be accepted for return without prior consent in writing.
- c. Returned goods must be accompanied by the Return Merchandise Authorisation form completed with the Returns Authorisation Number. Shipments without a Returns Authorisation Number will be treated as abandoned property and will not be processed.
- d. Returned goods must be in original condition and packaging. Stock rotation is the responsibility of the Customer and expired stock will not be accepted for return.
- e. Return costs may be payable by the Customer and may be subject to a re-stocking charge.