

Customer I.D.:C _____

New S.O./ Inv.(if any): _____

Return & Exchange Call Log

RMA#: _____ Date of Call: _____ Initials: _____ Picked/Packed: _____

KB# _____ SO #: _____ Inv #: _____ Date Rcv'd: _____

Item(s) Returning:

Qty	Item #	Description	Unit Price	Reason	Action #	Interna Action
Total Price						

FedEx Confirmation/Tracking Number: _____

Estimated # of Pkgs.: _____ Estimated Weight: _____ ETA: _____

Customer Name: _____

School Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone Number: _____

Email Address: _____

Date Received: _____ Received & Reviewed by: _____ # of Pkgs. Received: _____

Method of Shipment: FedEx USPS UPS Other: _____

Product Condition:

Internal Action: R=Re-Stock C=Clearance U=Unclaimed

Deductions: PP 15% _____ Shipping Fee _____ Refund Amt. _____

Comments:

- Action Number:**
Exchange with same item 1
Exchange with different item 2
Refund 3
Store Credit 4
Replace 5