



To fill out **Return Material Authorization** request form:

1. Download "REQUEST FOR RETURN MATERIAL AUTHORIZATION" form.
2. Enter date of request
3. Enter requested by
4. Enter phone # or email address
5. Enter customer acct # if known
6. Enter order # if known
7. Enter invoice # if known
8. Enter Purchase order # if known
9. Enter original ship date if known
10. Enter Name of company to receive credit
11. Enter company name/address where product is coming back from
12. Enter Kidde item #
13. Enter quantity coming back
14. Enter reason for the return (be specific with as much detail as possible)
15. Enter date code if known
16. Enter price from invoice/PO if known
17. Continue to next line if applicable for multiple items or different reasons and dates.
18. Copy and paste completed form into email, and email to: your Kidde Customer Service Representative

Fields Highlighted in **YELLOW** are mandatory for processing.

## **CANCELLATIONS, MODIFICATIONS, & RETURNS**

Once placed, purchase orders may be cancelled or modified by the Purchaser only with the written consent of Kidde.

If such consent is given and a purchase order is cancelled or modified, the Purchaser shall reimburse Kidde for all expenses (as determined by Kidde in its sole discretion) incurred prior to such cancellation.

Product may be returned only with a prior written return material authorization ("RMA") obtained from Kidde and all product returned via RMA must be in original product packaging and be less than one (1) year old from the date of manufacture.

All Product returned via RMA shall be subject to a 30% re-stocking fee.

All Product returned pursuant to an RMA shall be shipped FOB to Kidde's facility.



## REQUEST FOR RETURN MATERIAL AUTHORIZATION

<b>* Date Requested</b>	<b>*Requested By</b>	<b>Requestor's Phone &amp; Email Address</b>	Customer Acct #
Order #	Invoice #	Purchase Order #	Original Ship Date

<b>*Issue Credit to Name:</b>	<b>*Product Returned From Name:</b>
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<b>*Item #</b>	<b>*Quantity</b>	<b>*Reason for Return be specific</b>	<b>Date Code(s)</b>	<b>Price</b>

Please put the RMA number on the outside of all return packages and any accompanying paperwork. Original Batteries need to be included.

**RMA#** \_\_\_\_\_

RETURN PRODUCT TO:  
KIDDE/FIREX RETURNS  
1016 CORPORATE PARK DRIVE  
MEBANE, NC 27302

### For Customer Service Internal Use Only:

Condition of Product: _____  Original Packaging: <input type="checkbox"/> Yes <input type="checkbox"/> No	Original Batteries Included <input type="checkbox"/> Yes <input type="checkbox"/> No	*Restocking fee: <input type="checkbox"/> Yes <input type="checkbox"/> No *Reason for no restocking fee _____	*Kidde/GXO Error <input type="checkbox"/> Yes <input type="checkbox"/> No *Customer Error <input type="checkbox"/> Yes <input type="checkbox"/> No
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Highlighted fields in **YELLOW** are mandatory.

07/28/23 R1