

Customer Return Request

Email to MWI Sales Representative

Company Name					Date				
Contact Name					MWI Salesperson				
Phone					Email				
Email					MWI CRMA#				
MWI Invoice Number	REASON		DATE Received**	MWI Item Number		MWI Item Description		Quantity	MWI CRMA Input

Shortages: Report all shortages to us within 48 hours of receipt of your order.

Damages: MWI takes much effort in shipping product complete, correct and resalable. In the event product has become damaged upon receipt report any damages within 48 hours of receipt of product. Damages must be authorized by MWI for replacement. Failure to properly notify MWI of damages in a timely manner will impact the ability to receive a credit or replacement. Please contact your MWI Sales representative if you received damaged product.

Returns: Returns to MWI must be approved in advance. All returns will receive a 25% restocking fee. Any product returned to MWI will be subject to all freight charges incurred. Please contact your MWI Sales Representative if you received damaged product.

ITEMS AUTHORIZED FOR RETURN MUST BE RECEIVED IN RESALABLE CONDITION.
NO CUSTOMER STICKERS ON PRODUCT

Refused Orders: An order which has been placed with MWI, but refused will be assessed any freight charges incurred and a 25% restocking fee.