

# Ramp Solutions Return Authorization Form

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Email: \_\_\_\_\_

\_\_\_\_\_ Fax: \_\_\_\_\_

\_\_\_\_\_

Order Number: \_\_\_\_\_

Today's Date: \_\_\_\_\_

Date Ordered: \_\_\_\_\_

Date Delivered: \_\_\_\_\_

To be filled out by Ramp Solutions after Submission  
DO NOT FILL OUT

RA # \_\_\_\_\_

Date Issued: \_\_\_\_\_

Issued By: \_\_\_\_\_

Items returning (please be specific and thorough):

\_\_\_\_\_

Problem (please detail the problem with the product):

\_\_\_\_\_

\_\_\_\_\_

How did it happen? Please be very specific and describe the situation (i.e. damaged during shipping, wrong size, etc.)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What would you like done with your product (refund, exchange, repair)?

\_\_\_\_\_

Please rate on a scale from 1 to 10 how satisfied you are overall with our products:

Unsatisfied      1    2    3    4    5    6    7    8    9    10    Satisfied

Are there any changes you would like to see made to our products?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Both pages must be signed and dated to receive a Return Authorization Number. You must have a Return Authorization Number clearly labeled on the outside of all packages for us to accept returns. All Return Authorizations Numbers expire 30 days from the delivery date of your products. Products returned MUST be post marked within 30 days of your delivery date which is determined by the shipper from the first attempt.**

Sign: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

## Ramp Solutions Return Policy

1. You must submit a Return Authorization Form to return any product for refund or exchange. Return Authorization Forms can be found on our web site, or we can mail, email, or fax you the form. We must have a signed copy (faxed signature is acceptable) before we will issue a Return Authorization Number (RA Number). We will not accept any package without a Return Authorization Number (RA number). The number must be clearly labeled on the outside of every returned package. Packages without an RA number clearly labeled will be refused and returned to sender at sender's expense.
2. We are not responsible for arranging for or paying for shipping returns. In no way does late delivery or any other circumstance make Ramp Solutions responsible for paying for or shipping returns.
3. Damaged product must be returned before we will send a replacement.
4. We cannot accept returns and will not issue credits for products damaged while shipping the product back to Ramp Solutions. It is the customer's responsibility to properly package and insure returned packages as well as handle any claim issues regarding damage.
5. Once returns are received by Ramp Solutions they will be inspected for damage. Acceptance of a return from an outside carrier (i.e. Fed-Ex or UPS) does not mean Ramp Solutions agrees the products are in acceptable condition for a refund. Once the packages are opened and inspected, any part in damaged or unacceptable condition (due to shipping) will be deducted from the return amount. Ramp Solutions products are not necessarily inspected immediately upon receipt. Unacceptable or missing items will be deducted from the refund amount at the full retail price. It is solely at Ramp Solutions discretion to determine if the product is in acceptable condition.
6. If there are additional problems with your order we will address those problems accordingly.
7. All terms in this return policy are continuous. The customer is bound by these terms for all current and future orders.
8. No Returns accepted after 30 days from date of delivery, or in used condition. All returned and/or refused delivery items are subject to a 25% handling and restocking fee plus freight.

I have read the above and agree to all stated terms and conditions:

Sign: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Phone #: \_\_\_\_\_



Ramp Solutions  
PO Box 7075  
Florence, SC 29502  
800-630-4713  
843-656-1057 fax  
[www.rampsolutions.net](http://www.rampsolutions.net)