

# NATIONAL DRIVETRAIN RETURN/WARRANTY PRE-AUTHORIZATION REQUEST FORM

Mail: **National Drivetrain – Return Good Request**  
**734 W. 43<sup>rd</sup> St.**  
**Chicago, IL 60609**

FAX: **773-376-9135**

**TO COMPLETE PROCESSING:**

- 1. Complete this form. You must sign the acknowledgement below.**
- 2. Submit this form for Return Goods Authorization via fax or mail.**  
All return/warranty requests are fully documented. All RGA approvals from National Drivetrain are transmitted via fax, or mail only. National Drivetrain does not issue verbal or e-mail Return Goods Authorizations.
- 3. You will receive a confirmation form from National Drivetrain with item/packaging instructions.**
- 4. Follow the packaging directions, shipping address and itemization as listed on your confirmation form.**  
If the original order was shipped from multiple locations, you may be required to ship your return back to more than one location as listed on the confirmation form.
- 5. New parts must be clean and sellable as new, including all packaging, instructions, stickers, etc.**
- 6. Warranty parts must be received complete. Missing parts may void any warranty claim.**

**RGA approvals are good for 30 days from the date issued.**  
**Actual shipping cost will be deducted on orders purchased with free or reduced cost shipping promotions.**  
**Credit approvals may take up to 30 days to process from date received.**

**Warranty claims are subject to initial evaluation and rejection by National Drivetrain return staff for signs of improper installation, break-in and/or misuse. If approved by National Drivetrain staff, the part(s) will be forwarded to the original manufacturer for final evaluation.**

**Packages and parts returned without an RGA# issued or not compliant with all RGA terms will be held for pickup for 30 days, after which will be considered abandoned property.**

**Name** \_\_\_\_\_

**Address** \_\_\_\_\_

**City** \_\_\_\_\_ **State** \_\_\_\_\_ **Zip Code** \_\_\_\_\_

**Fax Number** \_\_\_\_\_

**Order #** \_\_\_\_\_

Part#:	Quantity:	Return Type:	Has New Order Been Placed?	Restock Charge – Replace Verified – Warranty
		<input type="checkbox"/> NEW <input type="checkbox"/> WARRANTY	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>OFFICE USE ONLY</b>
		<input type="checkbox"/> NEW <input type="checkbox"/> WARRANTY	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>OFFICE USE ONLY</b>
		<input type="checkbox"/> NEW <input type="checkbox"/> WARRANTY	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>OFFICE USE ONLY</b>
		<input type="checkbox"/> NEW <input type="checkbox"/> WARRANTY	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>OFFICE USE ONLY</b>
		<input type="checkbox"/> NEW <input type="checkbox"/> WARRANTY	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>OFFICE USE ONLY</b>
		<input type="checkbox"/> NEW <input type="checkbox"/> WARRANTY	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>OFFICE USE ONLY</b>
<b>OFFICE USE ONLY - OFFICE USE ONLY</b>			<b>OFFICE USE ONLY - OFFICE USE ONLY</b>	

**In signing and submitting this return form, you acknowledge that this form is complete and accurate:**

In the event that an order or portion of an order needs to be returned, a Return Goods Authorization must be requested within 30 days of receiving the order. Send a filled and signed copy of the return form listed on the 'Returns Info' page. Any returned parts not assigned an authorized RGA# or without a signed and filled return form will be stored for 30 days, after which will be considered abandoned property. Do not ship goods back to the original shipping distribution unless directed by us to do so. In addition to any special instructions listed on your RGA form, postage must be prepaid, and the RGA# clearly marked by the shipping label by permanent marker. All returns should be in and packed as the original packaging in such a manner to be saleable as new. All shipping costs on returns and exchanges are the responsibility of the original purchaser. All returns are subject to a 15 percent restock fee. Most restock fees are waived with proof of a replacement part order.

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_