



RETURN GOODS AUTHORIZATION (RGA) PROCEDURE

An **RGA** (Return Goods Authorization) number is **always** required to return any items to the factory. This can be easily obtained by calling the factory.

Failure to obtain an RGA number prior to sending any item to the factory, or failing to identify it properly, will cause a delay in the proper processing of such material. Additionally, this will alleviate Multi-Shifter of any responsibility as to the whereabouts and disposition of such items.

Please follow these simple steps when preparing to return material to the factory for evaluation:

1. Notify the factory that you want to return parts for examination. Have the following information available:
 - ◆ Customer or end user location.
 - ◆ Vehicle model and serial number.
 - ◆ Applicable purchase order number(s) for part(s)
 - ◆ A description of problem experienced.
 - ◆ An RGA number will then be issued. RGA numbers will be valid for 30 (thirty) days from date issued. No material will be accepted for consideration without a valid RGA number.
2. The item to be returned to the factory **MUST** have its RGA number marked clearly on the outside of the shipping package, on two different sides.
3. The item itself must be **tagged**, or in some way clearly identified with the assigned RGA number.

As noted above, failure to do so will result in delay in the proper processing of your material.