

# AM Merchandising, Inc.

## Return Authorization Policy

Acct# \_\_\_\_\_  
Customer Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Fax # \_\_\_\_\_  
Total # of units authorized \_\_\_\_\_

RA# \_\_\_\_\_  
Date Issued \_\_\_\_\_  
*Returns must be received within  
30 days of issuance.*  
Sales Rep. \_\_\_\_\_

AM Merchandising will credit or exchange initial defect merchandise only. Initial defect is defined as new merchandise that has failed upon first use, has been returned to the dealer within 30 days of retail purchase and is in original carton complete with all accessories, manuals and packing materials and has no physical scratches or damage. *Items that are not considered initial defect must be sent directly to the appropriate factory authorized repair station.*

All returns must have the RA# written **BOLDLY** on the box and include original retail receipt along with a copy of the completed RA form. This form must be 100% complete. AM Merchandising will inspect all products covered by the initial defect policy. If upon inspection, the merchandise is found to be damaged or missing parts, accessories or packing material, it will not be considered initial defect. Returns not meeting all criteria will be returned to you at your expense. We appreciate your cooperation and thank you for your continued business.

Model# _____	Defect _____	Credit _____
Serial # _____	_____	Exchange _____
Model# _____	Defect _____	Credit _____
Serial # _____	_____	Exchange _____
Model# _____	Defect _____	Credit _____
Serial # _____	_____	Exchange _____
Model# _____	Defect _____	Credit _____
Serial # _____	_____	Exchange _____
Model# _____	Defect _____	Credit _____
Serial # _____	_____	Exchange _____

### Direct RA Shipments to:

AM Merchandising, Inc.  
Peabody Lane Warehouse  
1170 Peabody Lane  
Oakland, CA 94608  
Ed@ammerchandising.com

AM Merchandising/Falcon Warehouse  
610 S 28TH STREET  
Washougal, WA 98671  
(360) 835-0111  
James@ammerchandising.com

Date Received at AM \_\_\_\_\_

By \_\_\_\_\_

### Factory Authorized Repair Centers

#### **Pioneer Factory Service**

*Pioneer Car*  
11816 Western Ave  
Stanton, CA 90680  
310-652-3090

#### **Pioneer Electronics**

*Navigation Only*  
5717 Enterprise Parkway  
East Syracuse, NY 13057  
(800) 634-8606

#### **SoundStream**

*SoundStream Only*  
1550 South Maple Ave  
Montebello, Ca 90640  
(323) 724-4600