

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
ra@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

Call Repair center for RA

****Units Must be sent with a retail receipt & a detailed description of the problem****

1169 65th Street Oakland, CA 94608 Tel: (510) 653-7134 Fax: (510) 601-6971

www.ammerchandising.com