



International Wholesale Tile, LLC

Return Materials Authorization Form (RMA)

3500 SW 42nd Avenue
Palm City, FL 34990

T: 1.800.340.TILE (8453)
www.internationalwholesaletile.com

FAX TO: 772.403.5010

PLEASE REVIEW OUR RETURN POLICY BELOW PRIOR TO COMPLETING THE RMA FORM

- Material returns must be in excess of \$50 per invoice.
- Material must be returned within 30 days of date of receipt.
- Material must be prepared for return shipment as follows:
 - 1) Material must be packaged in the original carton(s).
 - 2) Boxes must be stacked upright, shrink wrapped and strapped to a pallet.
- Maximum restocking charge is 25% of returned material.
- Material shade must be in stock for a credit to be issued.
- Freight arrangements will be made by IWT.
- Credit will only be issued for material received in good condition.
- Material must be available for pick-up on the Return Pick-up Date to avoid unnecessary freight charges.
- Discontinued or close-out materials are not returnable

IF YOUR PENDING RETURN MEETS OUR POLICY CRITERIA, PLEASE COMPLETE THE STEPS BELOW

Step 1: Complete requested information below and fax to: **772.403.5010**

IWT customer name: _____ Date: _____

IWT customer ID: _____ IWT invoice #: _____

IWT customer Fax No.: _____ IWT invoice date: _____

Material to be returned:

IWT Item Description	Color	Shade	Size	# Boxes	# Pieces

Reason for return:

_____ Customer Printed Name _____ Authorized Customer Signature _____ Return Pick-up Date

Step 2: *To be completed by IWT* , Freight arrangements and fee determinations

Freight carrier to retrieve return material	Freight fee from IWT to Customer
	Freight fee from Customer to IWT
	25%
IWT Authorized Signature	Restocking fee

Step 3: Customer authorization fees. Please sign, date and fax RMA form to: **772.403.5010**

_____ Customer Printed Name _____ Authorized Customer Signature _____ Authorization Date