



# Return Materials Authorization Request Form (RMA)

3500 SW 42nd Avenue  
 Palm City, FL 34990  
 T: 1.800.340.TILE (8453)  
 www.internationalwholesaletile.com  
 E-MAIL TO: [support@iwt-tile.com](mailto:support@iwt-tile.com)  
 FAX TO: 772.403.5010

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

- Material returns must be in excess of \$50 per invoice.
- Material must be returned within 30 days of date of receipt.
- Restocking charge is 25% of returned material cost.
- 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 with RMA paperwork attached.
  - 3) Material returned via UPS must be packaged properly. IWT will not credit material that is returned damaged.
- Upon request, IWT will quote return freight and upon approval make arrangements for return.
- Material must be available for pick-up on the Return Pick-up Date to avoid additional freight charges.
- Credit will only be issued for material received in resellable condition. Discontinued or close-out materials are not returnable.
- Material shade must be in stock for a credit to be issued.

**IF YOUR PENDING RETURN MEETS OUR POLICY CRITERIA, PLEASE COMPLETE REQUESTED INFORMATION BELOW**

Complete requested information below and fax/email to: **772.403.5010** or **[support@iwt-tile.com](mailto:support@iwt-tile.com)**

IWT Customer Name: \_\_\_\_\_ Date: \_\_\_\_\_

IWT Customer Acct #: \_\_\_\_\_ PO/Order/Invoice #: \_\_\_\_\_

IWT Customer E-mail: \_\_\_\_\_ IWT Invoice Date: \_\_\_\_\_

IWT Customer Fax #: \_\_\_\_\_ IWT Customer phone #: \_\_\_\_\_

Material to be returned:

IWT Item Description	Color	Shade	Size	# Boxes	# Pieces

Reason for return:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Customer authorization of fees. Please sign, date and fax/e-mail RMA form to: **772.403.5010** or **[support@iwt-tile.com](mailto:support@iwt-tile.com)**

- By signing here, you agree to full 25% restocking fee and freight costs to return material back to IWT.
- If you require fees to be quoted, please do not sign and we will send a confirmation with fees to be approved.

\_\_\_\_\_

Customer Printed Name
Authorized Customer Signature
Authorization Date