



# Arlington Industries, Inc.

MANUFACTURERS OF QUALITY FITTINGS

1 STAUFFER INDUSTRIAL PARK, SCRANTON PA, 18517  
PHONE 800-233-4717 FAX 570-562-1538

TO: ALL ARLINGTON CUSTOMERS  
FROM: JIM CORTESE, CUSTOMER SERVICE  
DATE: 09/01/10  
RE: RGA REQUESTS and GUIDELINES

All requests should be faxed to your Arlington Representative. They will decide if the material will be returned to their location or forwarded to the factory for an RGA (Returned Goods Authorization) number. Returns will not be accepted without an RGA.

Please provide the following information when requesting an RGA:

- List your customer name, branch location and account number.
- List purchase order number and/or invoice number for the purchase of the goods. **The credit amount will be based on purchase price, not current pricing levels.**
- List the reason for return. Note: if the item is defective, please describe the defect.
- Name of person requesting the RGA and a contact phone and fax number.

Please note the following guidelines when returning goods once you have received your return authorization.

1. Arlington Industries will pay the freight to return any shipping errors from the factory or any of our Representatives, once the error has been verified. (An RGA number is still required). If shipping instructions are not followed per the RGA for the return of defective items or items shipped in error, then the customer will be responsible for freight cost to return.
2. Overstock items or items ordered in error by the customer will only be accepted when:
  - The items are listed in our current catalog and have been purchased within the last 12 months. Discontinued items cannot be returned.
  - The items to be returned must be in their original packaging, in a condition suitable for resale and of current design.
  - Customer will be responsible for the freight cost to return.
3. The net value of the return must not exceed 5% of prior year's sales.
4. The RGA lists the amount of each item that has been approved for return. If you do not return standard unit or full carton quantities or if the items returned need to be repackaged, the entire return will be subject to a **25% restocking fee.**

If there are any questions regarding return authorization or our return policy, please call 800-233-4717.