



## EFI Consumer Division Return Materials Authorization Form

If you need to initiate a return please contact us by phone or e-mail for a return materials authorization (RMA) number prior to returning products (if you have not already done so). Following are some guidelines.

### General Product Returns

- Eligible Time Period: 30 days from delivery date.
- Non-Eligible Products: caulks, foams, mastic, tapes, and items that are not in original condition.

We want you to be satisfied with the products purchased from us, but are unable to refund products that have been installed, for which the original packaging has been destroyed, or that are otherwise not in original condition and resalable. You are responsible for returning products in a safe, unbroken condition, so please pack returns carefully. You may want to insure returns of valuable merchandise. Upon receipt a credit equal to the product purchase price will be issued to you through the same payment method you used to pay for the order.

### Defective Product Returns

- Eligible Time Period: 1 year from delivery date (unless otherwise noted)
- Call or e-mail Energy Federation Incorporated and we will arrange for return of the defective merchandise either by issuing a UPS Call Tag or sending a prepaid return address label to you. A credit will be issued when the defective items are received. You are not responsible for the cost of return of defective merchandise when a UPS Call Tag or prepaid return address label is used. You are responsible for the cost of return shipping if you do not use one of these methods. If the merchandise fails during the manufacturer's product warranty, but after one year from the purchase date, Energy Federation Incorporated reserves the right to refer you to the manufacturer for replacement of the failed product.

Once you have contacted EFI to arrange for the return pack your order up carefully, including this form. Returns should be sent to the address below. Returns sent COD will not be accepted.

EFI Returns Department  
40 Washington Street, Suite 2000  
Westborough, Massachusetts 01581-1088 USA

----- PLEASE COMPLETE AND RETURN -----

EFI Order #: \_\_\_\_\_ Customer Name: \_\_\_\_\_

EFI Part #: \_\_\_\_\_ Item Name: \_\_\_\_\_ Qty being Returned: \_\_\_\_\_

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Requested Disposition (check one): \_\_\_\_\_ Replacement \_\_\_\_\_ Refund

Reason for Return & Comments:

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