



SASKATCHEWAN
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Saskatoon SK S7K 8G5
(306) 664-8410

EDMONTON
3271 Parsons Road NW
Edmonton AB T6N 1B4
(780) 414-0423

CALGARY
(403) 542-3759

CUSTOMER SERVICE E-MAIL: SALES@QCT.TOOLS

RETURN AUTHORIZATION (REQUEST FOR RA#)

ESS FOR COMPLETION: Provide the following information to make processing your return easy and efficient. Select a reason from the REASON CODES section and provide the RA# in the designated space. Upon approval of your RA request a QCT Customer Returns Authorization form will be emailed/faxed. **Return Authorization number must appear on either the shipping label or packing slip, and Customer Returns Authorization form returned with product.**

Use separate line for each item per invoice. Use additional form(s) if space provided is insufficient				

REASON CODES:

CHOICE								PRESENTATION		
Cancelled		Product								return
ordered in error		expectations not met		in transit						
		received damaged								

QCT CODE	QCT	INVOICE #	SLIP #	CUSTOMER PO #	CODE	CUSTOMER COMMENTS
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

- Item returned matches authorization
- Non-catalog, obsolete, discontinued and clearance items are considered final sales and will not be accepted for return or exchange
- All returns require prior approval and an assigned RA number to the requested return
- RA number is VALID FOR 30 DAYS ONLY**
- Item(s) returned undamaged, not modified or engraved, is complete, in original package and is in resalable condition
- Returned item is subject to a 20% (or minimum \$25 – whichever is greater) restocking charge
- Request for merchandise credit must be submitted within 90 days from invoice date
- Freight on returned item must be prepaid with the **RA number clearly printed on the shipping label or packing slip**
- Returned item is subject to inspection prior to credit being issued

FOR INDEXABLE CUTTING TOOLS PLEASE CONTACT YOUR QCT REPRESENTATIVE PRIOR TO RETURN