

Return Goods Authorization Procedures



Date _____

Attention _____

Company _____

Fax No. _____

The following procedures are to be followed when requesting and issuing Return Goods Authorization's.

1. RGA's being returned to a Viessmann Manufacturing Company Inc. location must have a valid RGA number issued from that location.
2. All items being returned must possess the RGA No. on all shipping documents.
3. A completed RGA form must be physically shipped back with the product.
4. The RGA No. shall be valid for 30 days after issuance, after which time the RGA No. shall be void.
5. Debit notes must refer to this RGA No.

The RGA form is to be completed as thoroughly as possible and then faxed back to the appropriate office. Once the information is verified you will receive the completed RGA form back with a valid RGA No.

The customer must not amend the text on the returned RGA form! With your co-operation in following these procedures, we trust that the RGA's will be completed and processed and in a timely manner for the benefit of all parties involved.

Photos of the product may be required.

Please do not hesitate to direct any questions regarding the RGA procedures to your contact person at Viessmann Manufacturing Company Inc.

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