

## RETURN MERCHANDISE INSTRUCTIONS

To return merchandise, please follow these instructions and fill in the information on the next page.

**NOTE: WE MUST BE NOTIFIED IN ADVANCE OF A RETURN OR YOUR RETURN MAY BE SENT BACK.**

### 1. FILL OUT FORM ON NEXT PAGE

Fill out the information on the attached return form and **be sure to provide your full name and invoice number** so we can track your package, i.e.: **John Smith Invoice # 2789**

It is important you provide the full name and invoice number under which the order was placed and paid for so our warehouse can track your return and send a replacement or resolve the issue as quickly as possible.

### 2. PACK THE BOX

Please pack the merchandise you are returning to us in an appropriate box, preferably the original box it came in if you have it and if it is suitable. Add your purchase receipt if you've got it. You are responsible for any shipping fees that may be required to get the products back to us.

### 3. ADD COMPLETED RETURN FORM TO BOX

Be sure to add the completed return form to the box so our warehouse can track your package and get the problem resolved as quickly as possible.

### 4. SHIP THE ITEMS BACK TO US AT THE ADDRESS BELOW

Any items sent to any address other than the address below will either be lost forever or returned to you. This is the only address where we can accept your return.

**The Regan Group  
C/O RV Mats RETURNS  
4895 W. 147th Street  
Hawthorne, CA 90250**

**\* NOTE: Our warehouse will not accept packages marked "bill receiver" or "COD". Any packages marked as such will be refused and sent back to you. Any packages that are shipped to any address other than our return merchandise address above will be returned to you or lost in the mail.**

As soon as your item arrives back in to our warehouse it will be inspected for defects and noted. Assuming the defects mentioned are present, a new mat will be sent promptly and we will pay the shipping to return the new mat to you or issue you a refund depending on the situation.



RV Awning Mats Dot Com, Inc.  
5364 Ehrlich Rd. Ste. 175  
Tampa, FL 33624  
Phone: 866-697-8628  
Fax: (813) 333-7351

Email: sales@rvawningmats.com  
Web: www.RVAwningMats.com

## CUSTOMER RETURN FORM

Full Name: \_\_\_\_\_

Invoice #: \_\_\_\_\_ Date: \_\_\_\_\_

Your invoice number can be found in the email you received when you ordered. You can also log onto our site and retrieve your invoice number.

Item(s) that is(are) being returned (please include color, size and style if applicable):

\_\_\_\_\_  
\_\_\_\_\_

Reason for the return:

\_\_\_\_\_  
\_\_\_\_\_

If you require a replacement product, we will automatically ship the items to the same address we shipped to when you ordered. If you have moved or your address has changed, please let us know your new address.

**ALL RETURNS MUST BE SHIPPED TO THIS ADDRESS** ↓

**\*\*\*\*\* NOTE \*\*\*\*\***  
**PLEASE INCLUDE THIS SHEET OF PAPER**  
**INSIDE THE BOX THAT YOU ARE RETURNING**  
**TO US SO WE MAY TRACK YOUR RETURN**  
**AND RESOLVE THE ISSUE QUICKLY.**

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