

Return Merchandise Request Procedure

1. Fill out and sign the form.
2. Send the form by email salesmtl@canaropa.com or fax (514) 636-6454 to Canaropa.
3. Upon reception of the request form it will be validated and if accepted an RMA (Return Merchandise Authorization Document issued by Canaropa) with an estimated credit value will be sent.
4. Customer must include the Return Merchandise Authorization Document issued by Canaropa with shipment, otherwise the shipment will be returned at customer's expense.
5. Final credit amount will be issued once the merchandise has been received and inspected.

Canaropa's Return Goods policy can be found in our Terms & Conditions, click [here](#) to download the PDF. For any questions and/or concerns, please contact our customer service department at salesmtl@canaropa.com.

INTERNAL USE ONLY

RMA #	REPLACEMENT ORDER #
APPROVED BY:	DATE: