



Return & Damage Allowance Policies

These Policies were last updated on January 21st, 2010. All Policies are subject to change or cancellation without notice.

Return Merchandise Authorization Numbers

- A Return Merchandise Authorization (R.M.A.) number must be obtained **prior to the return of any product. Products returned without an assigned R.M.A. number will be refused and returned at the dealer's expense.**
- **R.M.A. numbers are valid for 30 days from the issued date.**
- When you need an R.M.A. number, please fill out the Return Merchandise Authorization Form found on the reverse side.
- Due to manufacturers' policies, some products may not be returned for any reason.
- Discontinued, close-out, and special-order products are not eligible for return.
- Returns will be processed as credit only based on the original payment terms. J.H. Fagan does not offer cash refunds on returned products.

New Items Stocked by J.H. Fagan

- Current products (items that are not discontinued) stocked by J.H. Fagan that are in factory-sealed resalable condition may be returned to J.H. Fagan within 90 days of dealer purchase for full credit (less any financing or credit card fees). Video products will be credited at J.H. Fagan's current selling price. **Opened products are subject to a minimum 15% restocking fee.**
- Products that are eligible for return must be returned in the manufacturer's original box with all packaging, documentation, and accessories. Incomplete returns will not receive full credit, and will be subject to the manufacturer's warranty. Where applicable, a fee of up to 50% of the product price may be applied for missing packaging, documentation, and accessories.
- Merchandise that is not eligible for return include: products that have been displayed on dealer's show floors and used for demonstration purposes, products showing signs of misuse or abuse, custom installation products that have been assembled, installed, painted, etc., and items designed for consumer use but used in commercial applications.
- The final decision for all returns is at J.H. Fagan's sole discretion.

Out-of-box Defectives

- All out-of-box defectives are subject to each manufacturer's product return policy.
- Select manufacturers require dealers to have out-of-box defectives serviced and do not allow exchanges.
- Mitsubishi (Presentation Products) and Universal Remote Control allow defective merchandise returns for exchange **within the first 30 days from the date of purchase.** After 30 days, no defective returns are allowed, and products will need to be repaired through an authorized service center. Check with your local service center or call J.H. Fagan for service center referrals.
- Denon and Onkyo allow defective merchandise returns for exchange **within the first 90 days from the date of purchase.** After 90 days, no defective returns are allowed, and products will need to be repaired.
- If a product is authorized by the manufacturer and a R.M.A. is assigned, defective products are to be shipped prepaid freight to J.H. Fagan.

Damage Allowances

- J.H. Fagan adheres to all damage allowance policies as set forth by the manufacturers. Please contact J.H. Fagan for further information regarding damage allowances.

Product Warranties

- J.H. Fagan adheres to all warranty and service policies as set forth by the manufacturers.
- All products sold by J.H. Fagan are covered under the individual manufacturer's stated warranty. Please refer to the manuals and warranty cards enclosed with the products. Check with your local service center or call J.H. Fagan for service center referrals. J.H. Fagan does not offer any warranty, expressed or implied, other than the manufacturer's warranty.



Return & Damage Allowance Request Form

Instructions:

1. Please fill out this form completely.
2. When complete, please e-mail this form to **wi-rma@thefagancompany.com** or **mn-rma@thefagancompany.com**. (If you do not have e-mail, you can fax this form to 262-786-2706 for Wisconsin or 763-557-0260 for Minnesota.)
3. Once approved, you will receive an R.M.A. Acknowledgement form with further instructions.

Company Information

		Request Date
Company Name	Location/Branch	
Contact Name	Phone No.	E-mail

Product Information

J.H. Fagan Invoice No.	Consumer Purchase Date (If Applicable)	
Brand	Model	Serial No.
Type of Request:	<input type="checkbox"/> R.M.A. <input type="checkbox"/> Damage Allowance (Amount \$ _____)	
Reason for the Return:	<input type="checkbox"/> Product is defective <input type="checkbox"/> Product is damaged (no Damage Allowance requested) <input type="checkbox"/> Product is no longer needed	
DEFECTIVE PRODUCT		
Please provide a detailed description of the problem.		
Was the manufacturer's technical support contacted and a case started?	<input type="checkbox"/> Yes, Reference Number: _____ <input type="checkbox"/> No	
DAMAGED PRODUCT		
Please provide a detailed description of the damage including the location on the product.		
What was the condition of the carton when the product was picked up from J.H. Fagan or delivered to you?		