



Please email Customer Service at [cs@exchangeart.com](mailto:cs@exchangeart.com) or call 1-800-823-1490 with any questions.  
 Submit completed forms to: [cs@exchangeart.com](mailto:cs@exchangeart.com)

**RETURN GOODS AUTHORIZATION FORM**

All returns must have a Return Authorization number **provided by ECA prior** to return, include a copy of Return Authorization form and be returned in acceptable packaging to be eligible for credit. Incomplete forms or product not returned in acceptable packaging will not be credited to the account. PLEASE NOTE: Assembled carts, custom carts, and cart covers are nonreturnable and nonexchangeable. This form is meant for approved returnable items only. If you are unsure whether your item is approved for return, please contact Customer Service.

Exchange Cart Accessories, Inc. is not responsible for returns that are lost in transit or damaged due to improper packaging. We recommend that packages be shipped by a traceable means such as FedEx or UPS. If you need assistance with the form completion or obtaining shipping labels, please reach out to Customer Service at [cs@exchangeart.com](mailto:cs@exchangeart.com)

REQUIRED RETURN INFORMATION			
<b>Account #:</b>		<b>PO# (or Invoice #):</b>	
<b>Phone #:</b>		<b>Contact Name:</b>	
<b>Email:</b>			
<b>Customer Facility Name:</b>			
<b>Customer Facility Ship To Address:</b>			
<b>Reason for Return (See below options)</b>		<b>Date Returned:</b>	
1) Parameter Change 2) Wrong Part Ordered 3) Product not as expected* 4) Cancellation 5) Demo return 6) Product is defective* 7) Other*	<b>Comments:</b>		
*Items returned under "Product not as expected," "Product is defective," and/or "Other" must be accompanied by a full explanation of the defect and/or issue and are subject to re-inspection.			
All Items must be returned in resalable condition for credit to be issued.			

ECA INTERNAL USE ONLY	
<b>RMA#:</b>	
<b>Date Received:</b>	
<b>Received By:</b>	
<b>Restocking Fee:</b>	
<b>Freight Status:</b>	
<b>Credit Memo #:</b>	

REQUIRED PRODUCT INFORMATION	
Part # Returned	Quantity

**RETURN TERMS & CONDITIONS**

All returns must be made within 30 days of invoice date and authorized with a completed Return Goods Authorization (RGA) form. See next page for return shipping instructions.

For non-defective goods: Customer pays return freight charges and up to a 25% restocking fee.

**FINAL CREDIT WILL NOT BE GIVEN UNTIL ALL RETURNED ITEMS HAVE BEEN INSPECTED.**

Authorized Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Authorized Customer Printed Name: \_\_\_\_\_



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### **SHIPPING INSRUCTIONS FOR RETURN**

All returning items must be packaged in a way that protects the items from damage in transit. We recommend using packing materials (e.g. packing paper, packing peanuts, packing air bags, bubble wrap, etc.) to fill any empty space in the box(es) so that items do not have space to “wobble” or move within the box when being handled by the respective couriers/carriers. All items must be returned in “Like New” resalable condition to be approved for credit.

Please use the below address and contact information for return.

EXCHANGE CART ACCESSORIES  
ATTN: RETURNS – RMA#  
1 COMMERCE DRIVE  
FREEBURG, IL 62243

ECA Contact information (if required for shipment)

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

Phone: 618-539-5006\_\_\_\_\_

Email: cs@exchangeart.com\_\_\_\_\_

Should you have questions or need assistance, please contact ECA Customer Service at [cs@exchangeart.com](mailto:cs@exchangeart.com) or call 1-800-823-1490.

**\*\*ALL RETURNS MUST HAVE AN RMA# ASSIGNED BY EXCHANGE CART ACCESSORIES BEFORE RETURNING. EMAIL OR CALL ECA BEFORE RETURNING ITEMS OR YOU MAY NOT RECEIVE CREDIT FOR THE RETURNED MERCHANDISE.**