



# RETURN MERCHANDISE AUTHORIZATION (RMA) REQUEST FORM

**Fill out this form completely.** Ground Up, Inc. Customer Service will contact you to provide the RMA # and shipping information. Customer Service can be reached at info@ss396.com or 866-358-2277 between 9am to 5pm EST Monday-Thursday, 9am to 2pm Friday, and 9am to 1pm Saturday.

**IMPORTANT: INCLUDE THIS FILLED OUT FORM IN THE BOX WITH THE PARTS YOU ARE RETURNING.**

**RETURN SHIPPING:** Per our Return Policies the customer is responsible for paying freight on all returning packages. If you feel this shouldn't be the case for your return please contact our customer service department 866-358-2277.

## CONTACT INFORMATION:

First & Last Name: \_\_\_\_\_ Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

## PRODUCT RETURN INFORMATION

Part # \_\_\_\_\_ Order # \_\_\_\_\_ QTY: \_\_\_\_\_ Reason for Return \_\_\_\_\_

Exchange Part : Yes      No      For Part # \_\_\_\_\_ (use Ground Up, Inc Part #'s only)

Please provide detailed comments related to your return so we can complete your request.

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*(Missing information WILL delay processing of your RMA & may result in a 25% restocking fee.)*

Part # \_\_\_\_\_ Order # \_\_\_\_\_ QTY: \_\_\_\_\_ Reason for Return \_\_\_\_\_

Exchange Part : Yes      No      For Part # \_\_\_\_\_ (use Ground Up, Inc Part #'s only)

Please provide detailed comments related to your return so we can complete your request.

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Part # \_\_\_\_\_ Order # \_\_\_\_\_ QTY: \_\_\_\_\_ Reason for Return \_\_\_\_\_

Exchange Part : Yes      No      For Part # \_\_\_\_\_ (use Ground Up, Inc Part #'s only)

Please provide detailed comments related to your return so we can complete your request.

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Part # \_\_\_\_\_ Order # \_\_\_\_\_ QTY: \_\_\_\_\_ Reason for Return \_\_\_\_\_

Exchange Part : Yes No For Part # \_\_\_\_\_ (use Ground Up, Inc Part #'s only)

Please provide detailed comments related to your return so we can complete your request.

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

*(Missing information WILL delay processing of your RMA & may result in a 25% restocking fee.)*

Part # \_\_\_\_\_ Order # \_\_\_\_\_ QTY: \_\_\_\_\_ Reason for Return \_\_\_\_\_

Exchange Part : Yes No For Part # \_\_\_\_\_ (use Ground Up, Inc Part #'s only)

Please provide detailed comments related to your return so we can complete your request.

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

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Part # \_\_\_\_\_ Order # \_\_\_\_\_ QTY: \_\_\_\_\_ Reason for Return \_\_\_\_\_

Exchange Part : Yes No For Part # \_\_\_\_\_ (use Ground Up, Inc Part #'s only)

Please provide detailed comments related to your return so we can complete your request.

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

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**If you have more items to return, please call customer service 1-866-358-2277**

**If the parts you are returning are over 90 days from the original purchasing date we cannot refund your credit card. Refund will be issued as a store credit. Items sent back over 30 days are subject to a 25% restocking fee.**

Below is for internal use only, please do not fill out any of this information.

RMA Number: \_\_\_\_\_

Date RMA Issued: \_\_\_\_\_

Cut along dotted line and attach to outside of return package



**RMA#**

**Returns  
Ground Up, Inc  
2 Commerce Blvd  
Palm Coast, FL 32164**