Return Authorization Form

Return Authorized No.

Products may **only** be returned with advance authorization from Customer Service in the form of a Return Authorization (RA) number. To receive a RA number, please complete this form in its entirety and send it via email to Customer Service in advance of shipping the product (email addresses can be found on the bottom of this page). Once a return authorization has been obtained, **the package must be labeled with the RA number and include a copy of this form to be considered for credit.**

Please note:

- For returns outside of warranty claims and freight damage, the returned product(s) must be in new and unused condition to be eligible for credit.
- The customer is responsible for the cost of returning the product and assumes all responsibility for damage in shipping the returned goods.
- All items should be packaged appropriately to avoid damage during shipping. Cushions, backs and softgoods must be returned in original unopened packaging.
- For more information, please read our **Return Policy** (www.etac.us.com).

I. CUSTOMER USE

Company name	Account number	Ship to address	City
State	Zip code	Requested by	Email
Phone	Fax	Original invoice number	PO number (only for Convaid products)

Items of return

Item number	Description	Quantity	Return code
			Select a Code:
			Select a Code:
			Select a Code:
			Select a Code:
			Select a Code:
			Select a Code:
			Select a Code:
			Select a Code:

Return codes: 1. Etac order error, **2.** Customer error / Std. return, **3.** Damaged in shipping*, **4.** Warranty claim, **5.** Make it right (Ki Mobility), **6.** Repair/Service (Convaid). ****Please note that photos need to be attached for "Damaged in shipping" (incl. photo of damaged box with serial number label).***

Describe the nature of the issue and how it occured

Servicing (Only applicable for Convaid. Products returned for servicing will be evaluated for safety and efficacy and additional charges may apply)

Requested by	Phone number
Email	Description of service requested

II. ETAC USE ONLY

Date RA issued	Restocking fee
	◯ Yes ◯ No
CS representative	Comments / Special instructions

Please email the form to the customer service department for the relevant product brand in advance of shipping. Once you have received a return authorization, please label the package with the RA number and include a copy of this form. Return authorization is valid for 30 days.

Ki Mobility, Axiom & Star
sales@kimobility.com (Attn: Returns)
800-981-1540

Ki Mobility LLC | Attn: Returns
5201 Woodward Drive,
Stevens Point, WI 54481

Ki Mobility, Canada LTD
sales@kimobility.com (Attn: Returns)
800-981-1540

Ki Mobility Canada LTD|Attn: Returns
972 - 72nd Avenue NE
Calgary, Alberta Canada T2E 8V9

*Fee Applies

R82
sales.us@etac.com (Attn: Returns)
844-876-6245

R82 Inc | Attn: Returns
2101 Nevada Bld Ste A
Charlotte, NC 28273

Convaid
convaidsales.us@etac.com
844-876-6245

Convaid Products LLC | Attn: Returns
2830 California Street
Torrance, CA 90503

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