



501 Galveston St.  
Wichita Falls, TX 76301

Market & Sales Communication:

**Customer Service Bulletin 05012008B: Return Goods Authorizations**

**DATE: June 24, 2008**

**Attention: Commercial / Unitary & and Unit Ventilator Products Reps And wholesalers**

**From: Magic-Aire Sales**

In an effort to provide better customer service and reduce the time to process Return Goods Authorizations (RGAs). Magic Aire has set up a dedicated email address and Fax number to process your RGA requests. We do not process RGA requests called in via telephone. Please use the form Return Goods Auth Form. This is a brief explanation of the procedure.

**An RGA can only be filed by the company who originally purchased the product from Magic Aire. If you are a contractor who purchased the product through a Plan & Spec firm or wholesaler, please contact the firm who sold you the equipment and ask them to handle your claim.**

#### **PROCESS FOR RGA**

1. Right click link and download form Return Goods Auth Form
2. Fill out request for RGA on Return Goods Auth Form
3. Email form to Magic Aire for processing
4. Magic Aire issues RGA number to customer with 5 days of receipt of form.
5. Customer marks products with RGA number and returns products within 30 days
6. Product is returned and inspected
7. Sales department issues credit and debt memorandums
8. Accounting department issues credit
9. Credit memo issued via regular mail
10. Customer is credited if all products are returned and customer follows the terms outlined on the RGA request form. Determination will be made within 14 days of receipt of returned products.

**When completing the [Return Goods Auth Form](#), be sure to include your email and fax number.**

If you have any questions please feel free to contact your customer service rep, sales manager or the Customer Service Manager.