

Return Material Authorization (RMA) Form

	RMA Number	
	Date Issued:	
	Issued by:	

RMA Instructions: <i>Products purchased through Nationwide Generators or our distributors may be returned to by following these steps:</i> 1. Contact Nationwide Generators at 630-283-5000 or info@nationwidegenerators.com to obtain an RMA number. 2. Completely fill out this form, and place the form in the box with the item(s) being returned. 3. Clearly mark the shipping label only with the RMA number. 4. Ship the item(s) to: Nationwide Generators 359 W. Irving Park Rd. Roselle, IL 60172 ALL ITEMS RETURNED TO NATIONWIDE GENERATORS WILL BE THOROUGHLY INSPECTED UPON RECEIPT. Please refer to Nationwide Generators RMA Policy for complete details regarding product returns.	Name			
	Address			
	City			
	State		Zip/Postal Code	
	Country			
	Phone Number			
	Fax Number			
	Email			

Returned Item(s)			Send Immediate Replacement (Y/N)
Description	Quantity	Reason for Return	

Additional Comments:

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Returns Policy:

Returns may be accepted ONLY if the below guidelines are followed:

Customer obtains an approved Return Merchandise Authorization (RMA) number from NationwideGenerators.com within 30 days of the receipt of shipment / goods.

PICTURES OF THE ITEMS BEING REQUESTED FOR RETURN are required (send to info@nationwidegenerators.com) to start the Return Authorization Process.

Approved Return items will be charged up to a 20% Restocking Fee.

(Products without an RMA authorization will not be processed by our returns department).

Only New, Unused, Uninstalled, Undamaged, Unmodified equipment and parts in original factory condition can be returned. All packing materials, manuals, and accessories must be included, unopened and unmodified. For returns, the purchaser is responsible for all shipping costs, outbound and return shipping costs. All freight-bound equipment must be returned via a freight carrier. (If it is not in new condition, the customer will not be reimbursed).

*Factory Direct Shipped items require the Factories approval for return. If approved you're required to pay original and return shipping fees with a 30% restocking fee. *PLEASE NOTE: ALL [LIQUID COOLED GENERATORS] AND [AUTOMATIC TRANSFER SWITCHES ABOVE 400AMPS] ARE NON-CANCELABLE AND NON-REFUNDABLE AFTER 3 DAYS OF PURCHASE, *SIGNATURE AGREEING TO THESE TERMS REQUIRED BELOW.

Due to Federal Laws regarding shipping... for all products having Fuel or Oil added, they are not eligible for return. Factory Warranty coverage tied to inspection and servicing will apply. Products opened from packaging which may not operate correctly or require warranty servicing are not returnable. These products come with a Factory Warranty and arrangements for Warranty servicing need to be handled through the Manufacturer's warranty guidelines.

Upon inspection and approval of return, Restocking fees will be charged back to your credit card along with the original freight charges for the shipment of your original purchase, (as our Free Freight policy is for Purchases not Returns)

Refund will go back to your Credit Card or Original form of payment, takes 2-3wks to clear.

*Special orders, Non-stock, Electronics & Equipment titled as non-returnable, cannot be returned.

For Returns, any Free Products associated with the Original Purchase must also be returned in new condition, in original packaging, to receive the refund. If the customer chooses to keep the free product, the customer will be charged at NationwideGenerators.com posted retail price.

Customer RMA is only valid for 14 Days from date of issue. Please insure and track returned packages, if you have any questions about our Returns Policy, please call us at: 630-283-5000.