NEXUS

NEXUS INDUSTRIAL GROUP, LLC
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RETURN REQUEST FORM.

RETURN MATERIAL AUTHORIZATION · RMA

FORM	DATE SUBMITTED	RMA NO. · NEXUS USE	DATE AUTHORIZED
NXS-RMA-01 · Rev A			

Use this form to request authorization to return Goods or to report a shortage, damage, or nonconformity. Submit it within ten (10) days of receipt, as required by the Nexus Terms and Conditions of Sale (NXS-LEGAL-TCS). Do not ship Goods back until Nexus issues an RMA number.

01

SECTION

CUSTOMER

COMPANY NAME	
CUSTOMER ACCOUNT NO.	
CONTACT NAME	
TITLE	
PHONE	
EMAIL	
SHIP-FROM ADDRESS	

02

SECTION

ORDER REFERENCE

NEXUS ORDER ACKNOWLEDGMENT NO.	
CUSTOMER PO NO.	
INVOICE NO.	
DATE RECEIVED	
CARRIER AND TRACKING / BOL NO.	

03

SECTION

ITEMS

List each line being returned or reported. Attach additional sheets if needed.

LINE	PART / DESCRIPTION	HEAT · LOT · SERIAL	QTY SHIPPED	QTY AFFECTED

04

SECTION

REASON FOR RETURN

REASON

- ☐ Shortage ☐ Wrong item shipped
- ☐ Damaged in transit
- ☐ Nonconforming to specification
- ☐ Documentation missing or incorrect
- ☐ Ordered in error ☐ Other

DESCRIPTION OF ISSUE	
SPECIFICATION OR STANDARD AFFECTED	

05

SECTION

REQUESTED RESOLUTION

RESOLUTION	☐ Replacement ☐ Credit to account ☐ Repair or rework ☐ Shipment of missing quantity
GOODS CONDITION	☐ Unused, original packaging ☐ Processed or altered ☐ Installed
GOODS AVAILABLE FOR INSPECTION AT	

RETURN POLICY

Goods that have been cut, processed, or manufactured to the customer's specifications, special-order Goods, and used or altered Goods are not returnable except for a confirmed nonconformity. Returns of conforming stock Goods may carry a restocking charge of up to 25% plus freight.

06

SECTION

ATTACHMENTS

☐ Photographs of Goods, tags, and packaging ☐ Packing list

☐ Mill test report or certificate of conformance ☐ Inspection or test report

☐ Carrier delivery receipt with exceptions noted

SUBMISSION

CUSTOMER CERTIFICATION.

I certify that the information on this form is accurate and that the Goods described will be held for Nexus inspection and not processed further until Nexus responds.

CUSTOMER

SIGNATURE

PRINTED NAME

TITLE

DATE

NEXUS REVIEW

INTERNAL USE ONLY

DISPOSITION	☐ Approved ☐ Approved with restocking charge ☐ Denied ☐ Field inspection required
ROOT CAUSE	☐ Nexus ☐ Mill / manufacturer ☐ Carrier ☐ Customer
RETURN SHIP-TO LOCATION	
CREDIT / REPLACEMENT REFERENCE	
REVIEWED BY · DATE	