

NATIONWIDE PBE

254 America Place • Jeffersonville, IN 47130
888-315-2579 • returns@nwpbe.com

RETURN GOODS AUTHORIZATION (RGA) REQUEST FORM

NO PRODUCT MAY BE RETURNED TO NATIONWIDE PBE FOR ANY REASON WITHOUT A RETURN GOODS AUTHORIZATION (RGA) NUMBER ISSUED IN WRITING BY NATIONWIDE PBE. This form is a REQUEST ONLY — no authorization exists, and no product may be shipped back, until NATIONWIDE PBE issues an RGA Number in writing. Unauthorized returns will be refused at the dock or disposed of WITHOUT CREDIT. RGA requests must be submitted within THIRTY (30) days of the invoice date. Submit the completed form to returns@nwpbe.com.

It is the Customer's sole responsibility to complete this form fully and accurately. Incomplete or inaccurate forms will delay or void the request. If you need assistance completing this form, call 888-315-2579 or e-mail returns@nwpbe.com — however, completion of this form remains the Customer's responsibility at all times.

SECTION 1 — CUSTOMER INFORMATION (Customer must complete every field)

* Company / Legal Name:		* Account Number:	
* Contact Name:		* Title / Role:	
* Phone Number:		* E-mail Address:	
* Business Address:		* City / State / Zip:	
* Date of This Request:		Pickup Address (if different):	

SECTION 2 — ORIGINAL PURCHASE INFORMATION (required for every return)

* Invoice Number:		* Invoice Date:	
Customer PO Number:		* Date Product Received:	

* How was the original order placed? ☐ Website ☐ Phone ☐ E-mail ☐ In Person / Will-Call ☐ NATIONWIDE PBE Sales Representative

SECTION 3 — PRODUCT(S) REQUESTED FOR RETURN (one line per item; attach additional pages if needed)

#	Part / SKU Number	Product Description	Qty	Unit Size	Lot / Batch Number	Invoice Price	Reason Code
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

REASON CODES: A = Ordered in Error (Customer) B = Damaged in Transit (must be noted "RECEIVED DAMAGED" on BOL and reported within 72 hours — see Terms §7) C = Alleged Defect (manufacturer warranty claim) D = Wrong Item Shipped E = Other (explain below)

Detailed explanation of reason for return (REQUIRED — be specific; attach photos for any damage or defect claim):

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RETURN GOODS AUTHORIZATION — CONDITION CERTIFICATION & TERMS

SECTION 4 — PRODUCT CONDITION CERTIFICATION (Customer must check ALL boxes that apply)

- ☐ Product is UNOPENED, UNUSED, and in its ORIGINAL, RESALABLE packaging with all manufacturer seals INTACT;
- ☐ Product has NOT been mixed, tinted, reduced, activated, or altered in any way;
- ☐ Product has been stored at all times in accordance with the manufacturer's storage requirements (temperature, humidity, orientation);
- ☐ All original labels, lot/batch numbers, and date codes are intact and legible;
- ☐ For any hazardous material: product will be packaged, labeled, documented, and shipped in full compliance with all DOT / 49 CFR hazardous-materials regulations at Customer's sole risk and expense;
- ☐ Customer certifies that all information on this form is true, accurate, and complete.

SECTION 5 — RETURN TERMS & CONDITIONS (binding on Customer)

1. **RGA Required; Unauthorized Returns.** No return will be accepted without a valid RGA Number issued in writing by NATIONWIDE PBE. The RGA Number must be clearly marked on every carton and on the bill of lading. Any product returned without a valid RGA Number, or shipped after the RGA has expired, will be refused at the dock or, at NATIONWIDE PBE's option, held or disposed of without credit, and any storage, handling, freight, and disposal costs will be charged to Customer's account.
2. **Deadlines.** RGA requests must be submitted within THIRTY (30) days of the invoice date; no returns are accepted after that date for any reason. An issued RGA Number is valid for FIFTEEN (15) days from the date of issuance; returned product must be RECEIVED at NATIONWIDE PBE, 254 America Place, Jeffersonville, IN 47130, within that 15-day window or the RGA is automatically void.
3. **Restocking Fee; Freight.** All approved returns are subject to a TWENTY PERCENT (20%) restocking fee unless waived in writing by NATIONWIDE PBE. Customer must prepay ALL return freight, including hazardous-materials surcharges; freight-collect shipments will be refused. Original outbound freight is never credited or refunded.
4. **Non-Returnable Items.** The following are NOT eligible for return under any circumstances: custom-mixed, tinted, or color-matched paint; special-order and non-stock items; opened, used, partially used, mixed, or activated product; product with broken, missing, or tampered seals; discontinued, clearance, and close-out items; product past, or within ninety (90) days of, its shelf-life or expiration date; temperature-sensitive product; and any product not purchased directly from NATIONWIDE PBE or not matched to a NATIONWIDE PBE invoice.
5. **Transit Damage & Shortages.** Claims for transit damage or shortage are governed by Section 7 of the Credit Terms & Conditions: visible damage or broken/missing seal tape MUST have been noted "RECEIVED DAMAGED" on the BOL with the driver's signature, and ALL shortages, damages, and disputes MUST have been reported in writing to shipping@nwpbe.com within 72 hours of delivery. Failure to comply waives the claim, and no RGA will be issued for it.
6. **Inspection; Final Determination.** All returned product is subject to inspection, count, and verification by NATIONWIDE PBE upon receipt, and NATIONWIDE PBE's determination of quantity, identity, and condition is FINAL AND BINDING. Product that fails inspection (opened, used, damaged by Customer, missing components, not matched to invoice, or otherwise ineligible) will receive NO credit and will, at NATIONWIDE PBE's sole option, be returned to Customer at Customer's expense or disposed of after fifteen (15) days' notice, with all costs charged to Customer's account.
7. **Credit Only; Amount.** Approved returns are settled by CREDIT TO CUSTOMER'S ACCOUNT ONLY — no cash or payment-method refunds — in an amount equal to the LOWER of the original invoice price or the current selling price, LESS the restocking fee and any other charges under this form. Credits may first be applied against any outstanding balance owed by Customer. Risk of loss for returned goods remains with Customer until the goods are received, inspected, and accepted by NATIONWIDE PBE.
8. **Alleged Defects; Warranty Claims.** Products are sold subject only to the manufacturer's written warranty (Credit Terms §12). Alleged defects are warranty claims that NATIONWIDE PBE may, as a courtesy, facilitate with the manufacturer; NATIONWIDE PBE itself makes no warranty and has no liability for product performance, color match, or finish. No credit is issued for labor, refinishing costs, materials, downtime, or any other consequential cost, regardless of the outcome of the claim.
9. **Customer Certifications; False Statements.** By signing below, Customer certifies the accuracy of all information on this form and the condition of the product as stated in Section 4. Any false or inaccurate statement (a) voids the RGA and any credit, (b) authorizes NATIONWIDE PBE to reverse any credit already issued, and (c) constitutes a default under the Credit Documents.
10. **Incorporation; Governing Law.** This form is governed by, and incorporates, the NATIONWIDE PBE Credit Terms & Conditions and all other Credit Documents signed by Customer, including the indemnification, limitation-of-liability, VOC & environmental compliance (Sections 21–29), Indiana governing-law, and Clark County, Indiana exclusive-venue provisions. In the event of any conflict, the provision more protective of NATIONWIDE PBE controls. NATIONWIDE PBE may deny any RGA request, in whole or in part, in its sole and absolute discretion.

SECTION 6 — CUSTOMER CERTIFICATION & SIGNATURE (required)

By signing below, Customer acknowledges and agrees to all terms of this Return Goods Authorization Request, certifies the accuracy of all information provided and the condition of the product, and acknowledges that NO product may be returned until NATIONWIDE PBE issues an RGA Number in writing and that this request may be denied in NATIONWIDE PBE's sole discretion.

 Authorized Signature of Customer	 Printed Name
 Title	 Date

FOR NATIONWIDE PBE USE ONLY — DO NOT WRITE BELOW THIS LINE

RGA Number Issued:	Date Issued:	Issued / Approved By:	RGA Expiration Date:
Disposition: ☐ Credit ☐ Replace ☐ Warranty ☐ Denied	Restocking Fee Applied (%):	Date Goods Received:	Inspection Result / Credit Memo #:

Return shipping address (use ONLY after RGA Number is issued): NATIONWIDE PBE — RGA # _____, 254 America Place, Jeffersonville, IN 47130.
Mark the RGA Number on every carton.