



## Bluff Manufacturing Returned Goods Authorization (RGA)

Before returning any merchandise for any reason whatsoever, it is necessary to contact Bluff Manufacturing for approval. All requests must be submitted with a date stamped photograph of item to be returned. If approval is given, an RGA number will be given by Bluff Manufacturing. This RGA number must appear on all documents involving the returned goods.

- Freight charges on all RGAs must be PREPAID on returns but not warranties.
- RGA numbers will not be issued after thirty (30) days from date of shipment, except for warranty items, by Bluff Manufacturing or its designated representative.
- A minimum restocking charge of 25% will be made on all merchandise except as allowed under warranty claims.
- Returns will not be allowed on any custom, special or worksheet required items and products in non-resalable condition.