

Sales RGAs

When a RGA is needed:

- The product has been refused
- The customer no longer wants the product
- The item has concealed damage
- The incorrect item was ordered

NOTE: If the order is a consolidated shipment, please only do 1 RGA. List all the order numbers in the notes of the RGA.

NOTE: Always note whether the customer is reordering.

Items that are non-returnable:

ANY special order item (i.e. fabrics, special awnings, parts that have to be made to order)

How to look up a RGA:

To see if a RGA has already been done, you can look up all the customers RGAs in the following ways:

If you want to view the RGA: RGA – 10- F5- F9 To search by account number

If you want to go into the RGA : RGA-1-F5-F9 To search by account number

To look up a VCB:

Find the Camping World account number and follow the steps to look up a RGA (as shown above). You will need to know the part number that is being returned.

RGA – 11 – Put the VCB number in the Customer PO line and search. This will only show you OPEN RGAs.

When to send product at **no charge** because you are not processing a RGA:

The item MUST be under \$50

The item has been received in and has damage

The item is incorrect and it is a Dometic error

NEVER send a product at no charge if it has been refused or was signed short on the delivery receipt.

You can send small parts at no charge if item is missing or has concealed damage on a finished good.

When to change RGA terms:

The customer has paid with a CC and it is **NOT** the customer's error, you must change the terms from CC to A

The customer's order was C.O.D. and they paid it and it was **NOT** the customer's error, you must change the terms from J to A.

NOTE: If the customer has paid for it either with CC or C.O.D and it IS a customer error, do not change the terms.

If you are changing the terms to A, please make sure you change the freight cost to MATCH the original order freight cost. If you do not, it will show the customer should be getting a credit for around \$30 that is not due.

Prepaid vs. Collect:

Prepaid is when the customer will be paying for the return
Collect is if Dometic is paying for the return

When SALES can issue labor on a RGA:

If the product has been installed and they find concealed damage, it is okay for SALES to issue the RGA with labor.

Example: Awning was installed but the roller tube had damage that was not noticed until it was extended.

Labor needs to be on the first line of the RGA along with why we are paying it, the POC and a small reasoning why we are sending out the product

Example: POC Jack 1.5 hrs labor R/R dented roller tube concealed damage

Make sure to note the model and serial number in all RGAs if labor is issued.

You can find the serial number by going to BIL-24-6 and searching by order number.

When to scrap or send back:

The item is less than \$50 and it is a Dometic error or damaged, the item should be scrapped.

The item cannot be resold (i.e. fabrics or dented manual awnings)

NOTE: If you are not returning a finished good, the customer MUST scrape off the data tag and send it back to Dometic.

What warehouse:

WD – ONLY can be used for damaged items NOT being returned to Dometic. **ONLY** reason codes 7 and 8.

NOTE: If using reason code 7 NEVER use WD warehouse UNLESS you have the proof of Delivery from the carrier and you are giving them disposition.

WO – Used when it is a Dometic error and the item will be scrapped or the warehouse short shipped the customer. Only reason codes D, 2, or U.

Anything that is being returned that does not have damage use L, E, C, O, T, D, RC, JB, K, or H.

Items that are being returned WITH damage use LD, ED, CD, OD, TD, DD, RD, JD, KD, or HD.

What carrier to use when returning items:

For the United States:

R&L Return – Used when Dometic is paying to return the item LTL

UPSCOM (For the U.S.) – Used when Dometic is paying to return the item using UPS

For Canada:

DAY RETURN – Used when Dometic is paying to return the item LTL

Purolator – Used when Dometic is paying to return the item that is not LTL. Make sure to put in the external notes Dometic's Purolator account number **4100689**