



## Defective Return Goods Authorization Form

Defective Product refers to product that upon customer receipt or initial install had either a functional or cosmetic defect that did not meet Moen's standards or product specification. Defective does not refer to product that has failed during normal operation or defects which result from customer neglect or abuse. **For product wear out failures please contact 1-877-MoenPro.**

Customer Information					
Customer Name*		Store Number	Contact Person*		
Street Address*			City	State	Zip*
Phone Number*	Email Address		Fax Number	Date	
Return Information					
Line	Model Number	Qty	Purchase Order	Brief Description of Defect	
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
Customer Debit No.		Submit completed form to: <a href="mailto:documents.return@moen.com">documents.return@moen.com</a> or fax to 1-800-718-6636. Credits will not be processed without approval. Extended Credit paid reflects customer net price paid (less discounts and restocking fee.) For questions regarding submission please contact your local Moen Representative.			