

# KÄRCHER

## RETURN MERCHANDISE AUTHORIZATION FORM

Customer Name:		Customer PO#	Today's Date:
Customer Address:		Invoice #	Invoice Date:
		Contact Name:	
		Contact Email:	
		Contact Phone #:	
Return Reason Code:			
1	Customer Error – Incorrect item ordered	5	KMNA Error – Incorrect item
2	Customer Error – Incorrect quantity ordered	6	KMNA Error – Incorrect Quantity
3	Customer no longer wants/needs the item	7	Item damaged in shipping
4	Item damaged by customer	8	Part Defective

Item #	Quantity	Description	Reason Code #:

Parts Returns Policy – Condition “New”:

Kärcher Municipal North America (KMNA) accepts returns for items that are in new condition, unworn, unaltered, and free from damages by the customer. This does not include items that are identified as “Special Order” (Non-Standard) items, and electronic items. For special order, and electronic items, all sales are final.

The RMA (Return Merchandise Authorization) form must be submitted to:  
[Parts-CA@municipal.kaercher.com](mailto:Parts-CA@municipal.kaercher.com) or [Parts-USA@municipal.kaercher.com](mailto:Parts-USA@municipal.kaercher.com)

The form must be submitted within 30 days from the date of Invoice. Once approval is issued, the return must be completed within 30 days from the date of approval.

Accepted returns will be refunded via store credit less a 15% restocking fee (except for defect or supplier error).

Shipping and handling fees are non-refundable.

For more information on our return policy, please visit our website:

[www.kaerchermunicipal-na.com/spare-parts-accessories](http://www.kaerchermunicipal-na.com/spare-parts-accessories)