



Instructions Guide

# RETURNING GOODS

October 2019



**THIBERT**

## RETURN CRITERIA

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### New merchandise

- New merchandise must be returned in new condition, and in its original packaging.

### Defective Product

- Defective products are subject to manufacturer's warranty.

### The following items cannot be returned:

- Merchandise that has been modified, painted or installed.
- Discontinued items purchased beyond 12 months.
- Special Orders.
- Audio Products.
- Optima Batteries.
- All items from the Home, Sports & Leisure catalogue.



The procedure for returning merchandise is explained as outlined below.



<b>Submitting a Return Request</b>	<b>STEP 1</b>
<b>Obtaining a return goods authorization number (RGA) and preparing your return</b>	<b>STEP 2</b>
<b>Returning the Merchandise</b>	<b>STEP 3</b>
<b>Reception and inspection of the Merchandise by Thibert</b>	<b>STEP 4</b>
<b>Receiving a credit, replacement or repaired product</b>	<b>STEP 5</b>



### SUBMITTING A RETURN REQUEST

A return request must be submitted either:

- Online at [www.rthibert.com](http://www.rthibert.com)
- By calling a Customer Service Representative at [1-800-268-1062](tel:1-800-268-1062)

### OBTAINING A RETURN GOODS AUTHORIZATION NUMBER (RGA) AND PREPARING YOUR RETURN

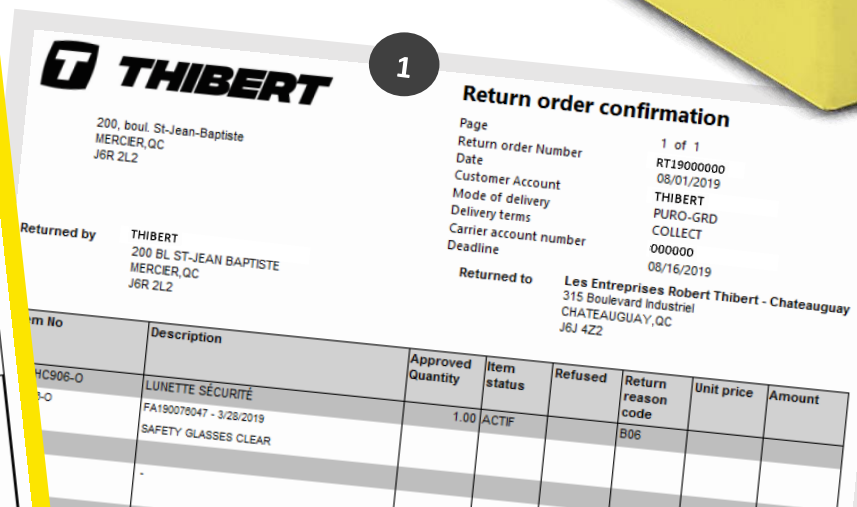
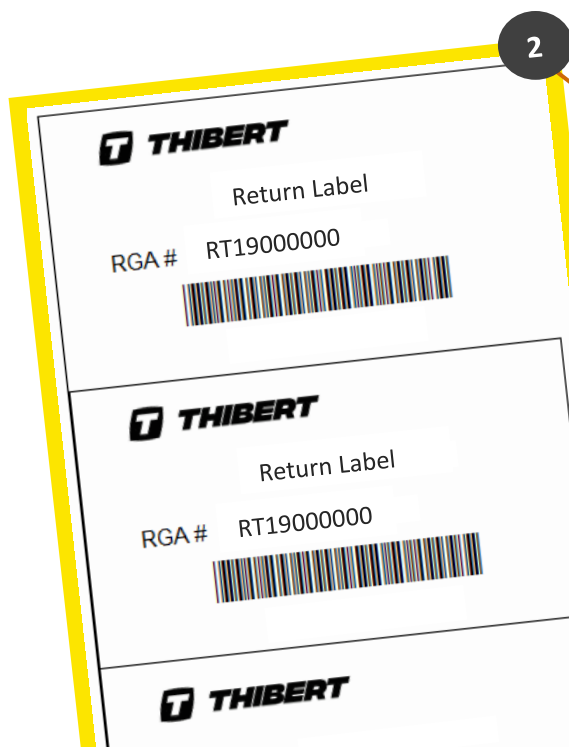
Upon approval of your return request, you will receive the following documents by E-Mail :

- 1) A Return Order Confirmation;
- 2) 3 Return Labels.

#### STEP 1

#### STEP 2

These labels are to be taped to the boxes you are returning. 3 labels are supplied. You must print as many labels as you have boxes to return.






## RETURNING THE MERCHANDISE

Once your return is packaged to be returned, the 3 different shipping options apply, as described below:

### STEP 3

Reason for return	Reason Code	Shipping Instructions
Good (Regular Return)	<ul style="list-style-type: none"> <li>Customer Error</li> <li>Regular Return</li> </ul>	<b>PREPAID</b> Using the carrier of your choice.
Received in error	<ul style="list-style-type: none"> <li>Picking Error</li> <li>Supplier Error</li> <li>Catalog Error</li> </ul>	<b>COLLECT</b> Using the Mode of delivery and the Carrier Account Number indicated on your Return Order Confirmation.
Defective Return	<ul style="list-style-type: none"> <li>Defective Accessories</li> <li>Defective Wheels</li> <li>Damaged by Transport</li> </ul>	

*When returning 12 wheels or more, please use LTL freight services.*



200, boul. St-Jean-Baptiste  
MERCIER, QC  
J6R 2L2

### Return order confirmation

Page 1 of 1  
 Return order Number RT19000000  
 Date 08/01/2019  
 Customer Account THIBERT  
 Mode of delivery PURO-GRD  
 Delivery terms COLLECT  
 Carrier account number 000000  
 Deadline 08/16/2019

Returned by THIBERT  
200 BL ST-JEAN BAPTISTE  
MERCIER, QC  
J6R 2L2

Returned to Les Entreprises Robert Thibert - Chateauguay  
315 Boulevard Industriel  
CHATEAUGUAY, QC  
J6J 4Z2

Item No	Description	Approved Quantity	Item status	Refused	Return reason code	Unit price	Amount
HCSHC906-O	LUNETTE SÉCURITÉ	1.00	ACTIF		B06		
HC906-O	FA190076047 - 3/28/2019						
000881	SAFETY GLASSES CLEAR						
	-						
	-						
	-						
	-						



### INSPECTION OF RETURNED GOODS

Thibert will inspect all Product that is returned and reserves the right, in its sole discretion, to refuse a return that does not comply with its return criteria.

### STEP 4

### RECEIVING A CREDIT, REPLACEMENT OR REPAIRED PRODUCT

No reimbursements will be given. Credit to account only.

Following the inspection of Returned Goods, a credit will be issued to your account. The repair or the replacement of the defective Product will be issued, according to the manufacturer's warranty.

### STEP 5

We look forward to serving you!

***THIBERT***

[www.rthibert.com](http://www.rthibert.com)