

In order to expedite the processing of your RMA number, please fill out this form completely and email us at hien@nellacutlery.ca or fax to 905-823-1219. Once your RMA request is processed, we will return your form with a Return Merchandise Authorization number via e-mail within 2 days.

Return Merchandise Authorization (RMA) Form

Company: _____

Contact Name: _____ Signature _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Email Address: _____

Phone: _____ Fax: _____ Date: _____

Product Information

Qty	Model Number/Serial #	Invoice Number	Invoice Date	Unit Price	Reason for Return or Description of Problem

Please select one: Repair Credit on account

Return Policy

- Nella will not accept any products returned without a RMA number
- A minimum of 25% restocking fee will apply for goods return plus freight costs
- Custom orders/Special orders are Non-Refundable
- Returns will be accepted 30 days from invoice date with original receipt and original packaging
- Returns for credit or exchange only.

After a RMA # is issued, we will schedule a pick up for returns and credit will be issued based on the condition of goods after inspection.

Office Use only

RMA No: _____ Date Issued: _____

Issued By (Print in full name): _____ Signature: _____