

POUNDEX ASSOCIATES CORP.

21490 Baker Pkwy, City of Industry, CA 91789
Phone: (909) 444-5878 • Fax: (909) 444-5898

RETURN MERCHANDISE AUTHORIZATION REQUEST FORM

CUSTOMER ID:
PEDRSN
RMA #: RMA-C00031-20260915-032755
Claim #: C00031

Customer Information					
Company Name: PEDERSEN AND ARNOLD INC				Date: 09/15/2026	
Address:					
City: San Mateo			State: CA		Zip: 94402
Shipper: (Agent Code: JWTKG)			Contact Person: sudha		
Phone: 650-343-5603			Email: sudhagjj@gmail.com		
Quantity	Invoice #	SKU#	Item Description	Return Code	Credit / Exchange
1	WP43173	F8706	3-PC MANUAL MOTION SET-Sofa	D	Exchange
Return Code: A: Arrived Damaged B: Manufactured Defect C: Cancel Order D: Wrong Item Ship/Order F: Other					

Return Procedures:

- Before calling for an RMA, please make sure that you have correctly followed the assembly instructions and procedures for the product
- Call Poundex Customer Service by providing statement / digital proof of the item damaged due to manufacture defect.
- Once an RMA form is issued to you, please make sure the authorized Poundex support personnel's information is on the form.
- On the RMA Request Form, make sure you have the following information: Company name; Contact person; Contact phone and/or email address; Item is being returned.
- All returns must be complete including accessories, products, packaging and hardware
- RMA form must be attached to each item that you are returning.
- All unlabeled, mismarked or illegibly marked product will be refused or returned.
- All packages which appear to be damaged at the time of delivery to Poundex Associates Corp. will be refused "AS IS"
- Please be assured that the product sent to Poundex Associates Corp are the same product for which is the item that is within the 60-day manufacture warranty period
- No returns are accepted without an RMA form, no exceptions
- RMA is valid for 30 days after the date of authorized. We reserved the right to refuse return item(s) beyond 30 days from the date RMA for is issued
- This form does not guarantee returns for credit or exchange. All approved credit / exchange is done once the physical merchandise is returns to Poundex facility.
- For any products returned to Poundex for any reason other than warranty, a restocking fee will be issued.
- Please allow 3-5 business days for your RMA to process

Customer Name & Signature	Driver Name & Signature	Parts Dept & Signature	Office Only
			Poundex CS: Gloria
			Date: 09/15/2026

NOTE: ORDERS WILL NOT BE PROCESSED WITHOUT THIS SIGNED COPY ON FILE.