

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

Customer Information

Company Name: PEDERSEN AND ARNOLD INC				Date: 09/21/2026	
Address: 741 SO CLAREMON ST					
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	WP43223	F9464CK	CAL-KING BED	A	Exchange

Return Code: A: Arrived Damaged B: Manufactured Defect C: Cancel Order D: Wrong Item Ship/Order F: Other

Return Procedures:

1. Before calling for an RMA, please make sure that you have correctly followed the assembly instructions and procedures for the product
2. Call Poundex Customer Service by providing statement / digital proof of the item damaged due to manufacture defect.
3. Once an RMA form is issued to you, please make sure the authorized Poundex support personnel's information is on the form.
4. 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.
5. All returns must be complete including accessories, products, packaging and hardware
6. RMA form must be attached to each item that you are returning.
7. All unlabeled, mismarked or illegibly marked product will be refused or returned.
8. All packages which appear to be damaged at the time of delivery to Poundex Associates Corp. will be refused "AS IS"
9. Take clear photos of the product before handing it over to the carrier. This is for your protection and helps ensure the item arrives in the same condition in which it was released to the carrier.
10. 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
11. No returns are accepted without an RMA form, no exceptions
12. 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
13. 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.
14. For any products returned to Poundex for any reason other than warranty, a restocking fee will be issued.
15. Please allow 3-5 business days for your RMA to process

Customer Name & Signature	Driver Name & Signature	Parts Dept & Signature	Office Only
			Gloria Sida
			Date: 09/21/2026

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