



RETURN MERCHANDISE AUTHORIZATION REQUEST FORM

Return Requests must be emailed to brittanyc@athra.com or sales@athra.com.
The form must be fully completed & actual photos of each item must be sent for review.
REQUEST DATE:
CUSTOMER:
REQUESTED BY:
PHONE:
EMAIL:

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RMA #
Date Issued:
Processed By:
Label Issued: YES NO
Tracking #
Date Received:

RETURN & DAMAGE POLICY:

- All claims must be made within 3 days of receipt of your order. Your request for an RMA is subject to review and approval.
No returns/repairs are allowed without a Return Authorization Number.
No shipping label will be provided unless authorized.
Sale & personalized orders are final sale and are not eligible for return, exchange, repairs or discounts.
Returns received after 30 days of the original purchase date will incur a repair/replacement charge and the customer will be responsible for any shipping & handling fees.
Your request may take 2-3 business days to be reviewed.
If your RMA request is approved we will contact you with an authorized RMA # and shipping instructions.

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Table with 11 columns: QTY, STYLE #, REASON FOR DAMAGE / RETURN, INVOICE #, INVOICE DATE, ITEM COST (after any discounts), RMA AUTHORIZED (YES / NO), NOTES, REJECTION REASON, REPAIR / REPLACEMENT FEE, CREDIT.

TOTAL \$180.00

If items are approved for return, please follow the instructions listed below after receiving an authorized RMA number

- Include a copy this form with return & keep a copy for your records.
All items must be individually bagged separately
Style # of each item must be clearly marked on the outside of each bag.
Please allow 7-14 business days for your RMA to be processed once received.

For your security, please consider using a trackable shipping service or purchasing shipping insurance. Return your item with a protected courier (e.g., FedEx, UPS, and USPS) and retain your receipt and tracking information. Athra is not responsible for items damaged or lost in transit.

ATHRA
ATTN: DEPARTMENT 000 - BRITTANY / JOANNE
RMA#
430 GOTHAM PARKWAY
CARLSTADT, NJ 07072