



Over The Counter Return Authorization Request Form

RA REQUEST WILL "ONLY" BE SUBMITTED AND PROCESSED BETWEEN THE 5th & 10th OF EACH MONTH.

- 1 Use this form to fill out a request to return merchandise that is being swapped out through the Over-the-Counter ProTalk Exchange Program.
- 2 Fill in the information below and e-mail to kcc-returns@us.jvckenwood.com
- 3 An OTC RA Number will be faxed or e-mailed back to you for the return of the merchandise.
- 4 An automatic order of the same number of "R" (refurbished) or "A" stock (Kenwood's option) radios will be processed and shipped to your Company to offset the return.
- 5 The RA number will be the **replacement Purchase Order** for the replacement radios.
- 6 You will be invoiced for the radios we are sending to you at your normal cost.
- 7 When you return the OTC radios, a credit will be issued on your account which should match against the new replacement invoice.
- 8 If you do not return all of the OTC radios requested on the RA within 30 days, your invoice for the shipped replacement "R" stock radios will be due and payable for the shortage of radios.
- 9 Radios returned without a valid RA Number obtained from Kenwood will be refused and returned to you freight collect.
- 10 You are responsible for the freight to Kenwood and Kenwood will ship the replacement radios to you freight prepaid also ground freight.
- 11 All approved returns must be sent to: Kenwood USA Corp., Communications Sector, Attention: OTC Returns Department, 4001 Worsham Ave. Long Beach, CA 90808.
- 12 A copy of this return paperwork with the OTC RA Number assigned and **copy of end-user product receipt** must be included with the shipment.
- 13 The entire radio "Package" must be returned **including all accessories** (i.e., battery, charger, antenna, etc.). Any missing items will be charged to your account and Kenwood reserves the right to charge a 15% restocking fee.

Date: _____	Account #: _____	RA Number: _____
		Assigned by Kenwood
Account Name: _____		
Street Address: _____		
City, State, Zip _____		
Contact Name: _____		Phone #: () _____
		Fax #: () _____

Required Product Information

List Model Numbers	List all Serial Numbers	Date of End-User Purchase	All Accessories included? (Kenwood to fill this column)		List Model Numbers	List all Serial Numbers	Date of End-User Purchase	All Accessories included? (Kenwood to fill this column)

Kenwood Comm. Receiving Department Use (Please fill in comments with any discrepancies when receiving this return):

Replacement Order # _____ **Order Date:** _____

Forward to Credit Department for issuing credit or see Sales Administration Manager with discrepancies.

IMPORTANT NOTE: OTC PROGRAM IS VALID FOR ONE YEAR FROM SALE FOLLOWING THAT MODELS DISCONTINUATION