

RMA PROCEDURE

- 1.) All requests for returning products begin with filling out a Return Material Authorization form (RMA) form.
- 2.) Requests for returns are to be directed to the Sales Department.
- 3.) Please make sure to fill in the following information as shown on the form:
 - Account Contact Name
 - Sold to address
 - Original order number
 - List of items requested to returned
 - Reason for return
- 4.) Upon receipt of the completed form, a WR&W representative will contact you and issue an RMA number – DO NOT send back the parts until you have received the RMA number.
- 5.) Once you receive the RMA number, package the components that you are returning, making sure they are in new condition and well protected. Use black marker to write the RMA number on the outside of the box for easy identification.
- 6.) Ship the returned parts freight pre-paid to WR&W attention Logistics Department.

CUSTOMER NAME:

ADDRESS

CITY

STATE

ZIP CODE

ACCOUNT CONTACT

EMAIL ADDRESS

PHONE

FAX

CONTACT

WOLD ISSUED RMA NUMBER

QUANTITY	PART NUMBER	DESCRIPTION	REASON FOR RETURN	ORDER NUMBER	ORDER DATE

- All products listed as "Featured" on the WR&W website or that have safety stock are fully refundable if returned within 60 days. A repainting charge will be accessed if required.
- All other products listed on the WR&W website will require prior approval and must be returned within 60 days. A minimum 15% restocking fee will be charged. A repainting charge will be accessed if required.
- In the event the product was incorrectly ordered by WR&W the product is fully refundable
- Custom rim and wheel orders are non-returnable.

RETURN TO WOLD RIM AND WHEEL

103 INDUSTRIAL PARK DRIVE

ST ANSGAR, IA 50472

ATTENTION LOGISTICS DEPARTMENT

1-800-443-9653