

Welcome to M.A.R.S. – The MEDCO Automated Return System



In our continuing effort to improve the experience of our customers, MEDCO has made returning goods easier, faster and more accountable than ever before.

MARS utilizes a Customer RGA request form. A copy of the form is attached to this letter and should be kept on file as your master copy for reuse. The Customer RGA Request form will also be available from customer service, your MEDCO sales representative, or online at www.medcoonlinewarehouse.com. Forms also will be available at our warehouse locations for pick-up customers.

The process is easy.

- Simply list the items to be returned, including line code and part number information directly from your invoice, and fax (or Email) the form to us at the 800 number listed on the form.
- Within two business days, we will provide you with a formal Return Goods Authorization (RGA), identifying all of the items which you are authorized to return and identifying any items not authorized for return along with an explanation as to why the item cannot be returned.
- Ship your authorized returns along with a copy of the formal RGA in the same box, and we will take care of the rest. Please be advised that only items listed and authorized for return can be credited to your account.

Attached is a copy of the Customer RGA Request Form. Again, we recommend that you make extra copies to keep on hand.

We understand every business system is not the same when determining manufacturer products and part numbers. Therefore, we have attached a Line Code Summary to make it easier to identify the items to be returned. The use of the Line Code Summary will certainly expedite your return and improve its accuracy. Maintaining a copy of the Line Code Summary sheet will be highly beneficial to the processing of your future RGA requests.

We are confident that MARS will make buying and returning an easier process for everyone. We hope you find that to be the case. We will, as always, be interested in hearing your thoughts as you begin to experience the new process and we are here to assist you with any questions you might have regarding the new policy.

MEDCO RETURN GOODS POLICY

(Effective July 1, 2012)

- All returns require an RGA number. Go to www.medcotool.com to download an RGA form.
- All returns must be saleable and in the original packages.
- All returns are to be shipped back to Medco pre-paid by the customer.
- All returns are subject to inspection and warehouse approval.
- Returns cannot exceed 5% of total purchases from previous year.
- All returns are subject to a restocking charge, if returned 90 or more days from the original invoice date.
- All broken or claimed defective material will be replaced, credited or repaired in accordance with manufacturers' warranty policies.
- All warranty merchandise must have a copy of original invoice.

NON- RETURNABLE ITEMS

- Special order items
- Damaged, defaced, abused or altered packages
- Items discontinued by manufacturer
- Items with expired date codes
- Items not purchased from Medco



Required on ALL pages

PAGE _____ OF _____

ACCT # _____

Customer RGA Request Form

FAX RETURN REQUEST TO: 800-391-8507 OR 800-391-8508
EMAIL RETURN REQUEST TO: returns@medcocorp.com

CUSTOMER INFORMATION

Account #	Name
Reference # (To display on actual credit)	Fax # (For MEDCO RGA to be returned to)
Contact Name	PHONE #
Customer Branch/Location (If applicable)	

ITEM INFORMATION *Note: All returns are subject to inspection and do not guarantee credit.*

	LINE CODE	PART #	QTY NEW	QTY DEFECT	Explanation
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

- PLEASE COMPLETE TOP SECTION OF FORM TO EXPEDITE REQUEST
- IF NECESSARY, PLEASE USE ADDITIONAL FORMS OR ATTACH SUPPORTING DOCUMENTS
- PLEASE CONTACT MEDCO CUSTOMER SERVICE WITH ANY QUESTIONS
- **PLEASE CONTACT MEDCO CUSTOMER SERVICE IF YOU DO NOT RECEIVE AN RGA FORM WITHIN 2 BUSINESS DAYS OF YOUR FAXED RGA REQUEST**

OFFICE USE ONLY

RGA System # _____

OPER ID _____