RC INDUSTRIES, INC.
QUALITY ISSUE /RGA/CUSTOMER COMPLAINT

DATE _____

QUALITY ISSUE # _____

RGA # _____

REQUESTED BY: _____

AUTHORIZED BY: _____

CUSTOMER RGR # _____

ORIGINAL INVOICE # _____

SALES ORDER # _____

ORIGINAL PURCHASE ORDER # _____

PURCHASE DATE _____

SOLD TO:

ADDRESS

CITY, STATE, ZIP

SHIP TO/PICKUP LOCATION:

ADDRESS

CITY, STATE, ZIP

| RETURNED BY: | ☐ OUR TRUCK | SALESMAN | RETURN DATE | FREIGHT PD BY: | ☐ RCII |
| ☐ CUST TRUCK | ☐ COMMON CARRIER | | | | ☐ CUSTOMER |

QTY	PART NO.	DESCRIPTION	UNIT PRICE	EXTENDED PRICE

REASON FOR QUALITY ISSUE/RGA/CUSTOMER COMPLAINT: _____

WHAT ACTION IS THE CUSTOMER REQUESTING TO CORRECT THE COMPLAINT? _____

QUALITY RESPONSE: _____

CORRECTIVE ACTION ASSIGNED TO: _____

ISSUE CREDIT FOR: _____

DATE RETURNED: _____   RECEIVED BY: _____

RETURNED FOR:

☐ CREDIT ONLY

☐ EVALUATE FOR REPAIR OR REPLACE

☐ REPAIR AND: ☐ RETURN TO CUSTOMER
          ☐ RETURN TO STOCK

☐ RETURN TO STOCK

☐ ACCEPT & SCRAP

☐ BILL CUSTOMER FOR REPAIRS