

Supplier RMA Process Documentation

Date: [Insert Date]

To: [Supplier Name]

From: [Your Company Name]

Subject: Documentation of Supplier RMA Process

Dear [Supplier Contact Name],

This letter serves to document and clarify the Return Merchandise Authorization (RMA) process between [Your Company Name] and [Supplier Name]. It is essential for ensuring a smooth and efficient handling of product returns. Below is the outlined process:

1. **Initiation:** Request an RMA by contacting the supplier support team at [Supplier Contact Information]. Include relevant details such as order number, product description, and reason for return.
2. **Authorization:** Await confirmation from the supplier, which will include the RMA number and specific instructions for return shipping.
3. **Return Shipment:** Package the product securely, including the RMA number on the exterior, and ship to the specified address provided in the authorization email.
4. **Processing:** Upon receipt, the supplier will inspect the returned item and process the return based on the company's return policy.
5. **Resolution:** The supplier will communicate the outcome of the RMA, including whether a replacement, refund, or credit will be issued.

Please ensure that all returns comply with the above process to avoid any delays in processing. If you have any questions regarding this procedure, do not hesitate to reach out at [Your Contact Information].

Thank you for your cooperation.

Sincerely,

[Your Name]

[Your Job Title]

[Your Company Name]

[Your Contact Information]