

# Parts Returns – Return Merchandise Authorization (RMA)

[Initiate an RMA](#)

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[Reprint a Packing Slip](#)

## Initiate a Return Material Authorization

1. Go to the **ORDER MANAGEMENT** application, select **Orders and Invoices**.
2. Select **Invoiced** (preset filter at the top of the page) to filter the view to show only the parts that have been invoiced sorted by most recent first to oldest last.



Parts must be invoiced before they can be returned.

3. In **Search** select **Search parameter** from drop down list. Information entered in the search criteria will support either a singular return or a multiple entitlement return. You can search by **Part number**, **Purchase order**, **Order number**, **Invoice**, **Customer domain**, or **Site**.

Click Invoiced and Select Search Parameter

**Note:**

- Multiple search function is available when using an exact match and pressing <enter>.
- Partial search functionality is available for a single search criteria only.

- The results displayed will be the invoiced orders containing the search criteria provided. Click **View Details** to get additional information and see a complete part number list.

Search

Order number: 0047 Enter text Apply Clear all Download

Customer division number: CA-002844

Order: 0045920047 / PO PAID IN FULL VISA **VIEW DETAILS**

Customer reference number / PO: PAID IN FULL VISA Ordered on: 04 Mar 2022 Total cost: CAD: 1,199.00 Est. completion: 04 Mar 2022 - 07 Mar 2022

INVOICE #	DESCRIPTION	PART NUMBER	STATUS	PLANNED DELIVERY DATE	UNIT PRICE (CAD)	QTY	PRICE (CAD)
548095031	MOTOR GP ELE	20R4377	Invoiced	07 Mar 2022	1,199.00	1	1,199.00
548095521	CORE CHARGE CAT	CORECHGCAT / 20R4377	Invoiced	04 Mar 2022	1,199.00	1	1,199.00

Click View Details

- Click **Return Parts**.

Order 0045920047 / P.O PAID IN FULL VISA

Ordered on: 04 Mar 2022 Order total: 1,199.00 Est. completion: 04 Mar 2022 - 07 Mar 2022 Ship to: TSH 4B2

Customer reference number / PO: PAID IN FULL VISA Payment terms: NET 30 DAY'S A/R Currency: CAD Customer Tax Exemption Number: Requested delivery: 04 Mar 2022 Delivery specifications: CORE INCLDPS Delivery method: CORE INCLDPS Delivery terms: FREE CARRIER

Total Lines (2) Preparing Partially ready to pick up / ship Ready to pick up / ship Picked up / shipped Invoiced (2)

Last update: 05 Mar 2022

View item lines by: order **RETURN PARTS**

INVOICE #	DESCRIPTION	PART NUMBER	STATUS	PLANNED DELIVERY DATE	UNIT PRICE (CAD)	QTY	PRICE (CAD)
548095031	MOTOR GP ELE	20R4377	Invoiced	07 Mar 2022	1,199.00	1	1,199.00
548095521	CORE CHARGE CAT	CORECHGCAT / 20R4377	Invoiced	04 Mar 2022	1,199.00	1	1,199.00

Click Return Parts

- Check the box(es)** against the **returning line(s)**. Core Returns are separated from regular component returns.

Core credit charge

The following parts are considered non-returnable per the [Customer Parts Return Policy](#). Returns of these parts can be requested but are at the discretion of the branch.

<input checked="" type="checkbox"/>	Description	Part Number	Reason for Return (required)	Paid Price (CAD)	Quantity
<input checked="" type="checkbox"/>	CORE CHARGE CAT	CORECHGCAT / 0R4316	Full <a href="#">+ Add comments / media</a>	1,199.00	1

Note: total return value is subject for review

Check Mark Against Returning Line



**Returning Unused Exchange Components.** Select the **component part number** only from the **Select Returnable Parts** section. Credit for the component and core charge will be processed and refunded together.

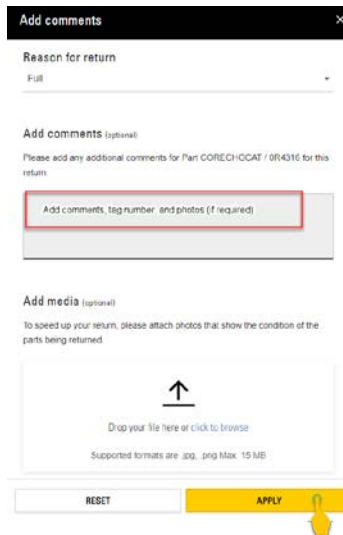
**Returning Cores.** Select the **core part number** from the **Core Credit Charge** section.

7. Select the applicable **Reason for Return** from the dropdown list.

Regular Component Return Reasons	Cores Return Reasons
<ul style="list-style-type: none"> <li>• Item Damaged</li> <li>• Not Required</li> <li>• Expired Product</li> <li>• Incorrect product Ordered</li> <li>• Incorrect Product supplied</li> <li>• Incorrect quantity</li> <li>• Delivered too late</li> <li>• Wrong delivery address</li> <li>• Credit &amp; rebill</li> <li>• Warranty</li> </ul>	<ul style="list-style-type: none"> <li>• Full</li> <li>• Partial</li> <li>• Potential Warranty</li> </ul>

8. If required, add **comments** and **upload photos**. For **TEPS Dealers Only** include:

- TAG #
- Request for Credit (RFC) #
- Invoice #
- Send it Back (SIB) \*when required



Add Comments and Photos

9. Search and select the **location for drop-off branch**. Click **Add Additional Details**.

**Select a drop-off branch**

Use your location to find your nearest drop-off branch. Returns can be dropped off at a branch during the branch's opening hours.

SEARCH

Returning Branch

10. Enter your **Requester Contact information**. Add information you want viewable for the final printed documentation in **Additional Comments**. Click **Review Returns**.

**Additional Details (optional)**

Add optional additional details such as requester contact information and additional comments

**Add requester contact information**

Add contact information of the return requestor or other points of contact in case the Account information is different.

**Requester Contact Information**

First name  Last name

Email

Phone number (max 18 digits)

**Drop-off information**

**Finning Canada**  
#1569, 6735 11 St Ne  
Calgary AB T2E 8S5  
Canada

Phone: +1-403-275-3340  
Toll-Free: +1-888-345-6464

**Additional Comments**

Add additional comments

Back
Review Returns

Requester Contact Information

11. **Review** the details of the RMA. Edit if necessary.

**Review return request**

Please review the details of the parts you want to return. You can make changes or confirm your returns.

**Drop-off at** Change location

**Finning Canada**  
#1569, 6735 11 St Ne  
Calgary AB T2E 8S5  
Canada

Phone: +1-403-275-3340  
Toll-Free: +1-888-345-6464

VIEW HOURS

**Requester Contact Information** Change contact

**Contact 1**  
Stop by Step Instructions  
stopbystep@finning.ca  
+1-403-275-3340

**Account**

Credit will be applied to the original account the purchaser was made from. Please check the packing slip for account details.

**Additional comments** Edit comments

Header Comments

**Parts for return: Order 0045281866 / P.O. VISA UNIT SS-041** Edit parts

Core credit charge

Description	Reason for return	Part number	Quantity	Unit price (CAD)
CORE CHARGE CH	Fail	See additional details	CORECHGCR / BK415	1
<b>Return total:</b>				0.00

Note: total return value is subject for review

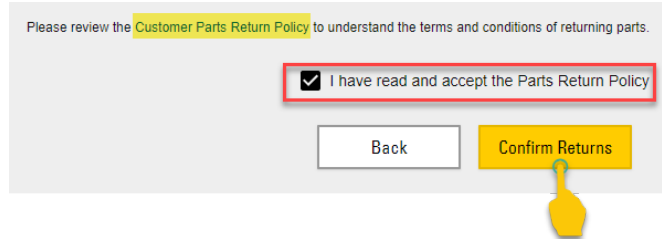
Review RMA Details

12. **Review** the **Parts Return Policy** and click the **check box** to acknowledge you've read and understand the **Parts Return Policy**. Click **Confirm Returns**.

Please review the [Customer Parts Return Policy](#) to understand the terms and conditions of returning parts.

I have read and accept the Parts Return Policy

Back Confirm Returns

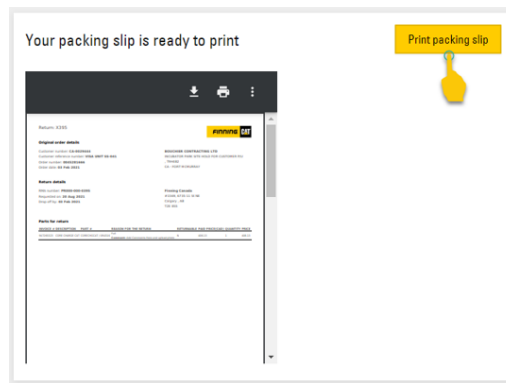


Acknowledge Parts Return Policy

13. Your request has been confirmed and RMA number generated! **Print** the RMA packing slip and include it with the returning parts.

Your packing slip is ready to print

Print packing slip



Print RMA Paperwork

14. Physically **return the parts to Finning** within seven (7) days to process the return.

**Note:** Restocking and aging fees, if applicable, are applied the day the returns are physically received at the branch (not the date of RMA creation).

**Important to Note:** Credit will be issued once a physical receipt and inspection of the return items have occurred.

## Cancel a Return Material Authorization

Contact Finning to cancel an RMA request.

## Reprint Packing Slip

1. Go to the **ORDER MANAGEMENT** application, select **Returns History**.
2. Locate the **RMA Number** and click **View Details**.

Customer division number: [REDACTED]					<a href="#">VIEW DETAILS</a>
<b>RMA Number: PR000-000-0932</b>					
Return ID: X932    Requested on: 11 Mar 2022					
DESCRIPTION	PART NUMBER	STATUS	PAID PRICE (CAD)	QUANTITY	
CORE CHARGE CAT TIPS	CORECHGCATTEPS / 10R7053	Requested	[REDACTED]	1	

Print RMA Paperwork

3. Click **Reprint packing slip**.

**RMA Number: PR000-000-0932** Cancel return

Requested on: **11 Mar 2022**

Customer division number: [REDACTED]  
 Customer reference number / PO: [REDACTED]  
 Order number: [REDACTED]  
 Return ID: X932

Account: **PERFORMANCE PACIFIC AND SURREY**  
 C/O FINNING SURREY PDC WILL CALL 19100 94 AVENUE  
 SURREY  
 VAN BC3

Drop-off branch: **V4N 4G7**  
 Finning Canada  
 19408 92 Ave  
 Surrey BC, CA  
 V4N 4G7

Drop-off by: **See invoice**  
Return within 30 days after the invoice date.  
 Please ensure the parts are returned to the drop-off branch with the packing slip.  
 Reprint packing slip

**Parts for return**

DESCRIPTION	PART NUMBER	REASON FOR RETURN	UNIT PRICE (CAD)	QUANTITY
CORE CHARGE CAT TIPS	CORECHGCATTEPS / 10R7053	Full	[REDACTED] <small>See additional details</small>	1

Files uploaded: 0

Requestor Contact

Contact 1

Phone: [REDACTED]  
 Email: [REDACTED]  
 [REDACTED]



Packing slips can only be reprinted for returns generated in CUBIQ Dealer Services (CDS).