



# Online Order Return Merchandise Authorization (RMA) Form

## Product Return Policy

At IntraGrain Technologies Inc. ("IntraGrain") sole discretion, you may be permitted to return for refund your Fuel Lock™ product purchased if the following terms and conditions are met:

1. Request for return is received by IntraGrain via email at [orders@intragrain.com](mailto:orders@intragrain.com) within fourteen (14) days from the original purchase date.
2. Reason for return is clearly indicated on the RMA form.
3. Copy of original purchase receipt is included with your shipment.
4. Product is returned in its original and resaleable packaging as it was delivered.
5. Product has not been powered up or installed in any way.

Additionally:

- All product returns are to be shipped to IntraGrain Technologies Inc., Attention: Fuel Lock Online Product Return, 118 Husum Road, RM of Sherwood, SK, S4K 0A4.
- Freight to IntraGrain for the returned product is the responsibility of the purchaser.
- Upon receipt of the returned product, IntraGrain will inspect the product and, at its discretion, shall determine whether the returned product is eligible for refund.
- The refund will be in the form of a credit back on the original credit card used to make the purchase. A thirty-five (35) percent restocking fee will be deducted from the refund.
- No return or refund will be permitted without original proof of purchase, authorization number and IntraGrain CSR signature authorizing the return and refund.
- If the RMA is declined for any reason, the original purchaser will be contacted by IntraGrain and provided with the option of having the original product shipped back to them and will be held responsible for the return freight of the product back to their possession, OR to have the product disposed of.
- IntraGrain will not be held accountable for lost or stolen new product shipments or RMA/Warranty shipments.

## Return Procedures

To return your Fuel Lock product and request a refund, please follow the steps outlined below:

1. Review Fuel Lock's Product Return Policy and ensure that you are eligible for a refund (see above).
2. Contact IntraGrain at [orders@intragrain.com](mailto:orders@intragrain.com), providing a copy of the original purchase receipt, unit serial number, contact phone number and email address and the reason for your return. Include **RMA Fuel Lock and your last name** in the subject line.
3. An IntraGrain representative will contact you via email within 1 to 2 business days to assist you with your return.
4. Print off and complete the RMA form found on the page 2. You will need to send this along with your Fuel Lock product back to IntraGrain. Do not send this form and/or your product to IntraGrain until an IntraGrain representative has contacted you via phone or email.
5. Package up your Fuel Lock™ product. Your Fuel Lock™ must be shipped back to IntraGrain in its original packaging along with your completed RMA form and a copy of your original purchase receipt.  
Note: Packages returned without a completed RMA form will be refused refund.
6. IntraGrain will process your request for return once received and apply a credit in the amount of the price paid less a thirty-five (35) percent restocking fee onto the credit card used to make the original purchase.



## Fuel Lock™ Online Order Returned Merchandise Authorization Request

Serial Number:

Part Number:

Date of Purchase:

First Name:

Last Name:

Address Line 1:

Address Line 2:

City:

Province:

Postal Code:

Email:

Number of items returned:

**Primary reason for return (select one):**


Not what I ordered       Factory damage

Ordered wrong item       No longer required

Not as expected       Other (please specify): \_\_\_\_\_

**IntraGrain Customer Service Representative (CSR):**

Authorization Signature \_\_\_\_\_

Print \_\_\_\_\_ 

Authorization Date: \_\_\_\_\_ Authorization Number: \_\_\_\_\_

**Send product return to:**

IntraGrain Technologies Inc.  
 Attention: Fuel Lock Online Product Warranty  
 118 Husum Road  
 RM of Sherwood, SK S4K 0A4