



Return Merchandise Authorization (RMA) Form

We are dedicated to providing quality products and customer satisfaction. At this time, if you are requesting to return Imperial merchandise, a credit will be issued upon the return of the product in the amount of the original purchase price via the same payment method used when originally placing the order.

Your RMA number is:

Return Instructions

To complete your return, follow these simple steps:

1. To prepare your items for pick-up:

- a) Package your item(s) securely in their original boxes. If original packaging is no longer available, please make sure item(s) is/are newly packaged for protection during transport.
- b) Remove all old labels/stickers from package.
- c) Write the RA # provided on the outside of the box (this will be how the warehouse identifies the return).
- d) Complete this form and include with your return.

2. Method of Return:

- a) **3-Pick-Up Attempt Call Tag:** Have your shipment ready for UPS pick-up. Driver will have label. UPS will make three attempts to pick up the items over the next few business days. If you are unavailable when they attempt pick-up, UPS will leave a note on your door to let you know they've been by. You can leave the signed note with your package the next business day and UPS will pick it up on their next attempt.
- b) **(ERL) Electronic Return Label Call Tag:** Please use the label(s) you received in your email and contact UPS for pick-up at your convenience.

3. When your parcel arrives at our IMPERIAL Returns Center:

Upon receipt and item(s) has/have been inspected and approved for return, we will process for a refund to your account at the price paid less our restocking fee. Please note that items which have been discontinued and marked obsolete in our system are non-returnable and no credit will be issued. If this/these product(s) is/are returned damaged, no credit will be issued.

Common Questions

Return shipping is at your expense, unless Imperial USA has sent the wrong item, product is confirmed defective or it has been damaged in transit while shipping with our carrier. In these instances, a call tag will be issued by Imperial for the pick-up and return at no expense to you.

All returns are subject to a 15% re-stocking fee. Damaged/defective items require pictures sent to Imperial for review and claim processing.

Please allow 7-10 business days to see your refund on your credit card statement or online banking. Imperial USA RMA number is needed for all returns. Please mark that number on all packages.

Thank you for your customer loyalty.

IMPERIAL USA, A Division of H. Betti
MaryJo Conley
Administrative Assistant/
Customer Service Representative

