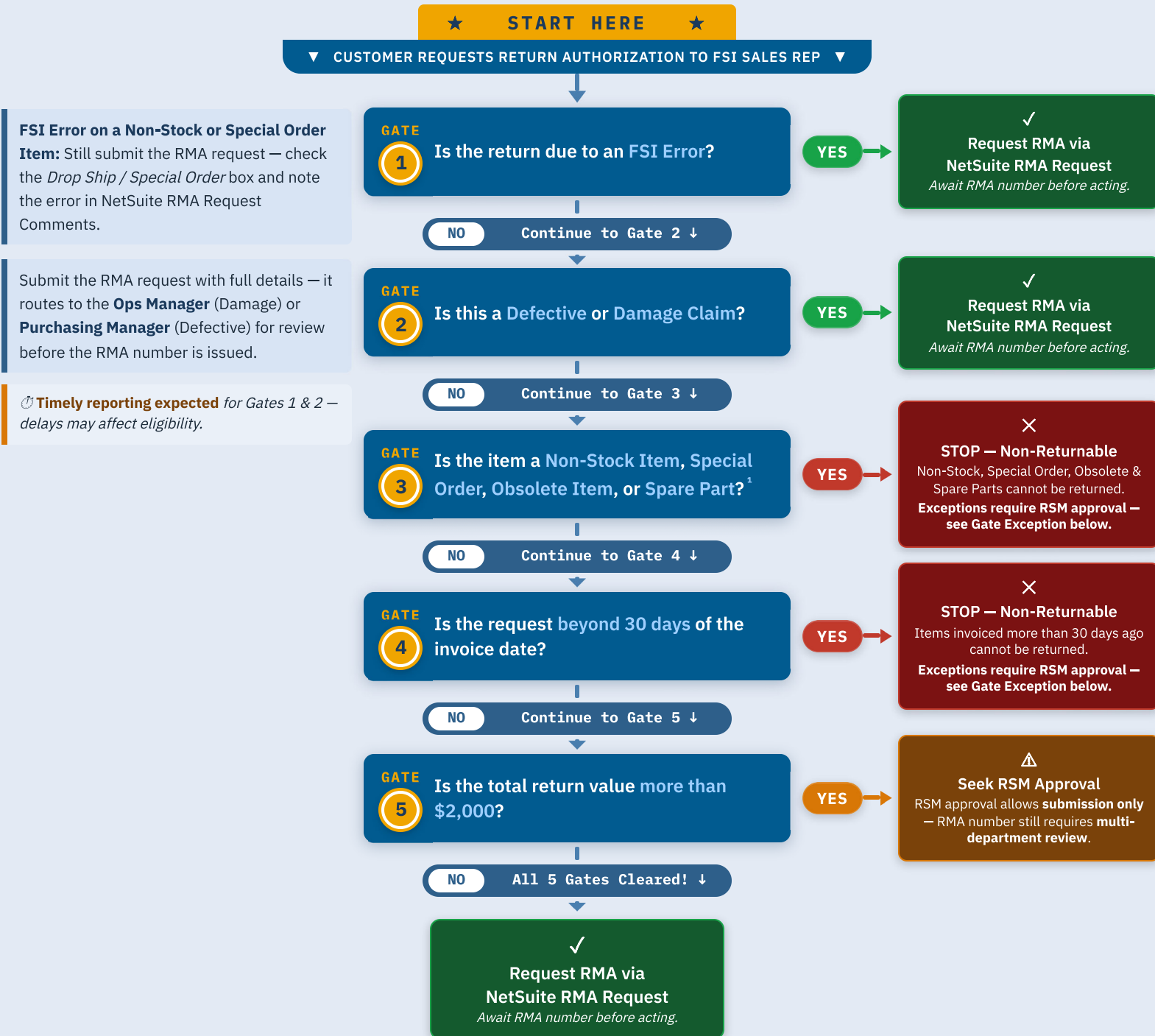


RMA REQUEST GATE CHECK

v2.2 June 2026

⚠ STOP — DO NOT ACCEPT, COMMIT TO, OR ACT ON ANY RETURN UNTIL AN RMA NUMBER IS ISSUED

Review the FSI Returns Policy Guidance (RMA) and complete this Gate Check before submitting any RMA request.



■ GATE EXCEPTION? Consult your RSM and review Return Policy Guidance before submitting — note RSM approval in the Comments Box. **RSM approval authorizes submission only — the RMA number is still pending multi-department review.**

★ Damage Claims (including in-transit) reviewed by the **Ops Manager** before RMA number is issued.

★ Exception Requests require **multi-department review** before RMA is issued.

★ Defective Claims reviewed by the **Purchasing Manager** before RMA number is issued.

¹ Non-Stock Items include **Special Orders** and any item FSI does not carry as a **standard stocking product**.