

Return Authorization (RA) Process

This will expedite the RA and get it done in a timely manner.
All returns effective 11/1/2026: All dealers must contact their Territory Manager prior to return & the return must be approved by management.

Complete Information:

A. Dealer name – phone#, contact person returning material & detailed reason for return.
B. **Returns must be dated no later than 45 days from Invoice date** unless approved by Cole management.
C. Invoice/Order/Ref number ← one of these *must* be given for RA. RA's can only be done to a billed order with a Cole invoice number.
D. What product(s) being returned & how much is coming back – be specific with (dye) lot/run number products on an invoice, as it's very important to go back into inventory correctly. Identify dye lots if multiple orders and dye lots used to return correctly.
E. **25% restock fee on all stocked material / No return of special-order goods.** In addition, **minimum returns with dye lots/runs less than 5 cartons will not be excepted**. Exceptions will be through Cole management approval only.
F. How is the product coming back? Cole truck, dealer, freight line, etc....? Who is setting up return? → After RA is submitted & approved: Dealer on a Cole truck route: dealer is to set up and pay the Cole shipping & restock fee if they requested return to Cole. Dealer on Common Carrier: Dealer will be responsible for Common Carrier shipping back to Cole + restock. If the RA is Cole's responsibility Cole will set up return, at Cole's expense, with cooperation of dealer having product ready for pick up. Remember the most inexpensive way is best for Cole & dealer.
G. Material & packaging must come back in the **original unopened condition** it left Cole.
H. **Liquid Sundries / Adhesives**: NO COLD WEATHER RETURNS. Designated as NOVEMBER-APRIL.
I. When the RA items return to the Cole warehouse, the items will be inventoried. When material is verified, the RA will be invoiced, and credit is issued to dealer.
J. **All returns must be returned and completed within 30 days.** All RAs beyond 30 days will not be accepted. RAs past 30 days not returned will be cancelled.
K. **No returns will be accepted without proper documentation.** Returns without documentation risk loss or forfeit of material with no reimbursement. Shipping charges may be incurred to return material to dealer if received with no documentation or if RA was not approved.
L. As always, we will be your best partner in the floor covering industry. If not, let us know and we will make it so!! Thank you for your business.