



## Product Return Authorization Request Form

**Instructions:**

1. Fill out the form
2. Email the form to customer care at [customerservice@willowwood.com](mailto:customerservice@willowwood.com) or for DESIGN liners [designlinerteam@willowwood.com](mailto:designlinerteam@willowwood.com)
3. Wait for an email from our customer service team with the RMA#
4. Write the RMA# on the outside of the box and include this form in the box.
5. Ship your return to the correct address listed below.

NOTE: Forms submitted without required fields\* will be returned to sender.

Date  Company Name  Account #

Address

\*Contact Name  \*Contact Phone Number

**REASON FOR RETURN:**

1 - Ordered Wrong

2a - Defective - Out of Box  
2b - Defective - Premature Wear  
2c - Defective - Product Failure

3. CC/Shipping Error

4. Warranty

5. Other (explain)

*Order Number	PO Number	*Product Number	*Qty	*Reason Code	Fit Date*	*Explanation and/or serial number.

PATIENT ID/NAME:

Return product(s) to WillowWood within 90 days of receiving RMA.

### Submit Product Returns

<b>All product other than feet</b> WillowWood Returns 15441 Scioto Darby Road Mt. Sterling, Ohio 43143 <a href="mailto:customerservice@willowwood.com">customerservice@willowwood.com</a>	<b>Feet:</b> WillowWood Returns 8743 E. Pecos Road, #128 Mesa, AZ 85212 <a href="mailto:customerservice@willowwood.com">customerservice@willowwood.com</a>
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RMA #