

Terms and Conditions	Agreed
RGA Number	322213
Sales Order Number	992862
Dealer/Customer Name	A.E.C. Fire & Safety
Submitted By	Mark, Nixon
Contact Email	mnixon@aecfire.com
Contact Phone	217-529-3003
Date	15-Mar-2020
Item 1 Part Number	718591
Reason for Credit Request - Item 1	Incorrect part received
Details - Item 1	<p>On 12/2/2019 i requested a part # from FFA Parts Research for a replacement Mirror for the Passenger Side of H-6042. On 12/19/2019 I received the part # for that mirror with a description stating it was a Mirror with a 38" Loop. The order was placed on 12/23/2019 and was received around the New Year Holiday. The Unit could not be removed from service since there were no reserve units available, so it was determined that they would replace the mirror on the next PM cycle which was March 2020. On March 10, 2020 I was notified that Downers Grove Public Works was going to replace the mirror on the unit since it was in for scheduled PM, but the Loop was too short. After speaking with a Customer Service Rep. at Retrac, she stated what was sent out was a mirror with a 33" loop, not 38".</p>
Incorrect Part Reason - Item 1	Part not matching description
Parts Research error details - Item 1	
Parts Research File Upload - Item 1	
Defective Part Image - Item 1	
Damaged Item Image -Item 1	

<p>Part Not Matching Image - Item 1</p>	<div data-bbox="748 161 1052 464" data-label="Image"> </div> <p data-bbox="781 474 1016 506">H-6042_Mirror.jpg</p>
<p>Manufactured Part Image 1</p>	
<p>I have entered all items.</p>	<p>true</p>
<p>Item 2 Part Number</p>	
<p>Reason for Credit Request - Item 2</p>	
<p>Details - Item 2</p>	
<p>Incorrect Part Reason - Item 2</p>	
<p>Parts Research error details- Item 2</p>	
<p>Parts Research File Upload - Item 2</p>	
<p>Defective Part Image - Item 2</p>	
<p>Damaged Item Image -Item 2</p>	
<p>Part Not Matching Image - Item 2</p>	
<p>Manufactured Part Image 2</p>	
<p>I have entered all items.</p>	<p>false</p>
<p>Item 3 Part Number</p>	
<p>Reason for Credit Request - Item 3</p>	
<p>Details - Item 3</p>	

Incorrect Part Reason - Item 3	
Parts Research error details- Item 3	
Parts Research File Upload - Item 3	
Defective Part Image - Item 3	
Damaged Item Image -Item 3	
Part Not Matching Image - Item 3	
Manufactured Part Image 3	
I have entered all items.	false
Item 4 Part Number	
Reason for Credit Request - Item 4	
Details - Item 4	
Incorrect Part Reason - Item 4	
Parts Research error details- Item 4	
Parts Research File Upload - Item 4	
Defective Part Image - Item 4	
Damaged Item Image -Item 4	
Part Not Matching Image - Item 4	
Manufactured Part Image 4	
I have entered all items.	false
Item 5 Part Number	
Reason for Credit Request - Item 5	

Details - Item 5	
Incorrect Part Reason - Item 5	
Parts Research error details- Item 5	
Parts Research File Upload - Item 5	
Defective Part Image - Item 5	
Damaged Item Image -Item 5	
Part Not Matching Image - Item 5	
Manufactured Part Image 5	
Comments No Comments	