

Customer returns and RMA report

All records

OPEN RETURNS

3

1 over the 14-day closure target

RETURNS RECORDED

12

509.0 units returned in total

CREDIT ISSUED

\$4,800.00

3 credited returns · no-fault-found rate 20%

AVERAGE DAYS TO CLOSE

14.4

requested to closed, 9 returns · target 14

TOP RETURN REASON

Defective

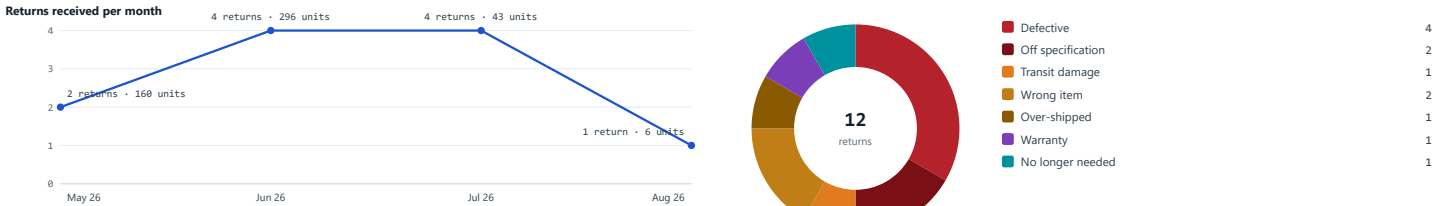
4 of 12 returns · 33%

OUR SHARE OF ATTRIBUTED RETURNS

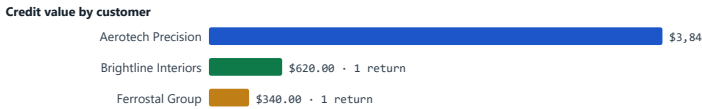
50%

5 of 10 attributed returns were our process

12 of 12 record(s) included. All records. Amounts in USD.

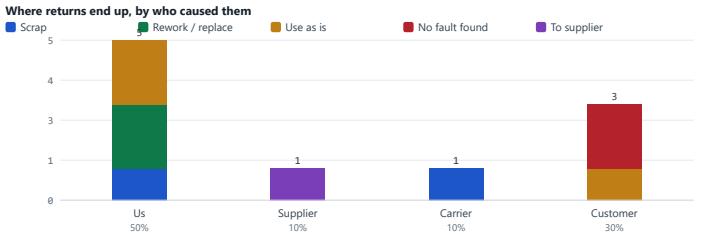


Counted on the received date, so returns still in transit do not appear yet. Read the unit count alongside the return count — one return of four hundred parts is a different problem from four hundred returns of one. Counted on the received date, so returns still in transit do not appear yet. Read the unit count alongside the return count — one return of four hundred parts is a different problem from four hundred returns of one.



The customer returning the most items and the customer costing the most credit are rarely the same one. Both are worth a conversation, for different reasons. The customer returning the most items and the customer costing the most credit are rarely the same one. Both are worth a conversation, for different reasons.

This is the customer's account of the return. Compare it with the disposition chart: the gap between "defective" as claimed and "defective" as confirmed is the no-fault-found rate. This is the customer's account of the return. Compare it with the disposition chart: the gap between "defective" as claimed and "defective" as confirmed is the no-fault-found rate.



The customer column is the one to look at: tall bars of "no fault found" mean the problem is expectation, instruction or fit, not manufacture — and no amount of process improvement will reduce it. The customer column is the one to look at: tall bars of "no fault found" mean the problem is expectation, instruction or fit, not manufacture — and no amount of process improvement will reduce it.

Open returns

RMA	CUSTOMER	PART OR PRODUCT	QTY	REASON	REQUESTED	RECEIVED	DAYS OPEN	DISPOSITION	STATUS	INSPECTION FINDING
RMA-1050	Keldale Marine	Anode kit AK-L long shank	30.0	Wrong item	2026-07-14	2026-07-18	26 ⚠	Pending	Received	—
RMA-1051	Lantern Electrical	Enclosure ENC-400	6.0	Not needed	2026-07-31	2026-08-04	9	Use as is	Inspected	Six enclosures returned unopened in original packaging, no ...
RMA-1052	Meridian Plant Hire	Hydraulic hose HH-12	4.0	Defect	2026-08-06	in transit	3	Pending	Authorised	—

Closed returns

RMA	CUSTOMER	PART OR PRODUCT	QTY	REASON	FAULT	DISPOSITION	CREDIT	DAYS TO CLOSE	REPLACED
RMA-1049	Ironbridge Rail	Guide rail GR-3000	8.0	Off spec	Us	Rework	—	14	—
RMA-1047	Gantry Systems	Drive coupling DC-45	2.0	Warranty	Supplier	To supplier	—	19	✓
RMA-1048	Halveston Foods	Conveyor belt section CB-900	3.0	Defect	Customer	Back to customer — no fault found	—	11	—
RMA-1046	Ferrostal Group	Flange kit FK-80	12.0	Over-shipped	Us	Use as is	\$340.00	9	—
RMA-1045	Elmwood Joinery	Galvanised fixing pack GFP-12	200.0	Defect	Customer	Back to customer — no fault found	—	14	—
RMA-1044	Dalton Fabrication	Laser-cut plate LP-8	60.0	Off spec	Us	Rework	—	19	—
RMA-1043	Corven Engineering	Bracket set BR-220	24.0	Wrong item	Us	Use as is	—	12	✓
RMA-1042	Brightline Interiors	Brushed steel trim TR-2000	40.0	Transit damage	Carrier	Scrap	\$620.00	14	✓
RMA-1041	Aerotech Precision	Machined housing MH-4471	120.0	Defect	Us	Scrap	\$3,840.00	18	✓

Returns register

RMA	CUSTOMER	PART	QTY	REQUESTED	RECEIVED	REASON	DETAIL	DISPOSITION	FAULT	CREDIT	CLOSED	STATUS	DAYS OPEN	NO FAULT FOUND
RMA-1041	Aerotech Precision	Machined housing MH-4471	120.0	2026-05-05	2026-05-09	Defect	Burr on the sealing face of every part in the delivery	Scrap	Us	3,840.00	2026-05-23	Closed	18	—
RMA-1042	Brightline Interiors	Brushed steel trim TR-2000	40.0	2026-05-17	2026-05-21	Transit damage	Pallet crushed on one corner, sections bent	Scrap	Carrier	620.00	2026-05-31	Closed	14	—
RMA-1043	Corven Engineering	Bracket set BR-220	24.0	2026-05-29	2026-06-02	Wrong item	BR-220 supplied, BR-260 ordered	Use as is	Us	0.00	2026-06-10	Closed	12	—
RMA-1044	Dalton Fabrication	Laser-cut plate LP-8	60.0	2026-06-10	2026-06-15	Off spec	Hole centres out of position on roughly a third	Rework	Us	0.00	2026-06-29	Closed	19	—
RMA-1045	Elmwood Joinery	Galvanised fixing pack GFP-12	200.0	2026-06-18	2026-06-23	Defect	White-rust corrosion claimed to make the packs unusable	Back to customer	Customer	0.00	2026-07-02	Closed	14	No fault found
RMA-1046	Ferrostal Group	Flange kit FK-80	12.0	2026-06-26	2026-06-30	Over-shipped	Twelve kits more than ordered	Use as is	Us	340.00	2026-07-05	Closed	9	—
RMA-1047	Gantry Systems	Drive coupling DC-45	2.0	2026-07-02	2026-07-07	Warranty	Both couplings seized inside the twelve-month warranty	To supplier	Supplier	0.00	2026-07-21	Closed	19	—
RMA-1048	Halveston Foods	Conveyor belt section CB-900	3.0	2026-07-07	2026-07-11	Defect	Belt sections reported as running off-track	Back to customer	Customer	0.00	2026-07-18	Closed	11	No fault found
RMA-1049	Ironbridge Rail	Guide rail GR-3000	8.0	2026-07-20	2026-07-24	Off spec	Surface finish below the agreed boundary sample	Rework	Us	0.00	2026-08-03	Closed	14	—
RMA-1050	Keldale Marine	Anode kit AK-L long shank	30.0	2026-07-14	2026-07-18	Wrong item	Standard-shank kits supplied against a long-shank order	Pending	Undetermined	0.00	—	Received	26	—
RMA-1051	Lantern Electrical	Enclosure ENC-400	6.0	2026-07-31	2026-08-04	Not needed	Project cancelled by their end client	Use as is	Customer	0.00	—	Inspected	9	—
RMA-1052	Meridian Plant Hire	Hydraulic hose HH-12	4.0	2026-08-06	—	Defect	Weeping at the crimp on four hoses from one delivery	Pending	Undetermined	0.00	—	Authorised	3	—

Notes

Sample register — replace every entry with your own before relying on it or circulating it.

This register measures returns that were authorised and recorded. Material that comes back informally — in a van, on a driver, handed over at a site visit, credited without paperwork — never appears here, and that is usually where the real number hides. Dispositions, fault attributions and credit values are your own judgements. This is an internal record-keeping and analysis aid, not an accounting record, not a warranty determination, and not legal advice.