

Returns Merchandise Authorisation Form (RMA Form)

In order for us to identify returned goods and to process them as quickly as possible through our Quality Assurance system, we would kindly ask you to complete this form and send as a [PDF attachment](#) to the following email address: rma.submissions@brightwell.co.uk

Note: This address is for RMA submissions only. For all other information, please contact your Brightwell Customer Care or BDM representative.

If possible please send either a sample of the goods or the affected items in their entirety to the following address:

QA Department
Brightwell Dispensers Ltd
Norton Road
Newhaven
BN9 0JF

Upon notification of goods to be returned, Customer Care will allocate you a specific reference number which should be quoted on all associated correspondence.

Note: Should you fail to return your goods to Brightwell within 30 days of issuing your RMA Number, we shall assume the RMA reference is no longer required and will be closed.

*****Please complete all the fields below*****

RMA Number:

Customer Details:

Contact Name:

(to whom the RMA report is to be sent)

Telephone Number:

Email Address:

Full Company Address:

Sales Order/Invoice No:

Return Address:

(if different from above)

Purchase Order No:

Serial No:

Goods Information:

Stock Code:

Original order quantity:

Percentage of order affected:

Number of items to be returned:

Reason Code:

Please specify details:

Return Reason Code (please highlight relevant code):

ORDB	Order Wrong
DAIS	Received Damaged
PTF	Parts Faulty
RCWI	Received Wrong Item
NLR	No Longer Required
OTH	Other

revolutionary dispensing solutions

Additional Information:Following receipt of goods/product, how long were they held in storage prior to installation? (mark with 'x') Installed immediately Between 2-3 weeks After 1 month Over 3 months OtherFollowing installation, how long did it take for the issue to arise? (mark with 'x') Immediately Between 2-3 weeks After 1 month After 3 months OtherIn which type of environment are the products fitted? (mark with 'x') Hot (over 25°C/ 77°F) Humid Room Temperature (18°C-21°C/ 64°F-69°F) Cold (below 10°C/ 50°F)Approximate number of activations per day? (mark with 'x') Up to 10 10-50 50-200 Over 200Can you provide photographic / video evidence of the issue? (mark with 'x') Yes No

(If yes, please forward all associated information to your Customer Care representative)

For multiple RMAs please provide additional details on a separate document and send as a PDF attachment along with this completed form to rma.submissions@brightwell.co.uk

Terms and conditions:

- All goods are to be returned prepaid to Brightwell unless an error was made by Brightwell Dispensers Ltd
- Unwanted goods must be unused and returned in original packaging and are subject to a handling fee of up to 25%, with exception of branded or customer bespoke items which must be authorised by Brightwell
- If Brightwell indicate that your goods require repairs whereby authorisation or a response is required, your goods will be retained for a maximum of 30 days pending a response from you. If we do not receive a response within the time frame given, we will assume that the goods are no longer required and the goods will be disposed of.
- Any goods which are identified defective under warranty will be repaired, replaced or credited within 10 working days of receipt less freight charges unless Brightwell have specifically caused the error
- Any items identified wilfully damaged or as a direct result of the end user and no fault of Brightwell, we will write to you detailing this and we will retain the goods or a maximum of 30 days pending a response from you. If we do not receive a response within the time frame given, we will assume that the goods are no longer required and the goods will be disposed of.
- Should you have any further queries, please do not hesitate to contact our Quality Assurance Department on 01273 513566.