

## **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 fully complete this form and send as a PDF attachment to the following email address: [rmasubmissions@brightwell.co.uk](mailto:rmasubmissions@brightwell.co.uk) or include a copy of this completed form inside the RMA package.

**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 to the following address:

QA Department  
Brightwell Dispensers Ltd  
Unit 1, Rich Industrial Estate  
Avis Way,  
East Sussex  
BN9 0DU

**Should the returning unit(s) have been used in conjunction with any chemical, the unit(s) should be flushed with water and a copy of the Safety Data Sheet in English (in accordance with REACH regulations) must be forwarded to [rmasubmissions@brightwell.co.uk](mailto:rmasubmissions@brightwell.co.uk) or your Brightwell representative.**

**Unless you have been specifically advised by your Brightwell representative all electronic dosing units which have contaminated squeeze tubes must have the squeeze tubes removed, flushed through with water and disposed of appropriately in line with H&S and environmental regulations prior to despatch.**

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.**

<b>RMA Number</b>	
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### Customer Details:

<b>Company Name:</b>			
<b>Company Address:</b>			
		<b>Telephone Number</b>	
	<b>Email Address</b>		

### Product Information:

<b>Sales Order Number</b>		<b>Purchase Order Number</b>	
<b>Stock Code</b>		<b>Serial Numbers</b>	
<b>Original Order Qty</b>		<b>% of stock affected</b>	
<b>Qty being returned</b>		<b>Reason Code</b> (see table below)	

### RMA Reason Codes:

<b>ORDB</b>	<i>Order Incorrect</i>
<b>DAIS</b>	<i>Received Damaged</i>
<b>PTF</b>	<i>Faulty</i>
<b>PCWI</b>	<i>Picking Error</i>

### BRIGHTWELL DISPENSERS LTD

Unit 1, Rich Industrial Estate, Avis Way, Newhaven, East Sussex, BN9 0DU, UK  
T +44 (0)1273 513 566 F +44 (0)1273 516 134 E [sales@brightwell.co.uk](mailto:sales@brightwell.co.uk) W [brightwell.co.uk](http://brightwell.co.uk)  
VAT No: GB 100 1998 47. Company registration No: 0661996. Registered in England.

Brightwell Dispensers Ltd is a Bright-Tech Investments Ltd Company

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**Additional Information:**

**1. 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  
 Other

**2. Following installation, how long did it take for the issue to arise? (mark with X)**

- Immediately       Between 2-3 wks       After 1 month       Over 3 months  
 Other

**3. Choose type of environment in which products are fitted (mark with X)**

- Hot (over 25°C/ 77°F)       Humid       Room Temp (18°C-21°C/ 64°F-69°F)       Cold (below 10°C/ 50°F)

**For multiple RMAs please provide additional details on a separate document and send as a PDF file along with this completed form to [masubmissions@brightwell.co.uk](mailto:masubmissions@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 received without the correct SDS will be quarantined and disposed of after 30 days
- 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 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
- Should you have any further queries, please do not hesitate to contact our Quality Assurance Department on 01273 513566

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