

Returns Procedure for incorrect or goods no longer required

Call the Brightwell Customer Care Team:- **+44 (0) 1273 513 566**



Information we need from you

Your company name
Serial number from the unit
When you bought the item/Invoice number (if available)
Details of the fault/damage



If the problem cannot be resolved over the phone Customer Care will log the problem on our system and provide a returns reference (RMA...)

Dependant on the problem Customer Care will arrange for a replacement item to be shipped to you – **it is our policy to charge for all replacement goods and shipping.**

Dependant on the nature of the return a handling charge of up to 25% of the value of the goods may be applied – this is to cover any repackaging or re-labelling costs.



Return the unit, clearly marking the RMA reference on the box.

FAO: QA Department
Brightwell Dispensers Ltd
Brightwell Industrial Estate
Norton Road
Newhaven, East Sussex BN9 0JF UK



On its return the unit is logged as received on our system; it will then be inspected by our QA department. Our QA Department will complete a full inspection of the returned item and investigate to discover who is responsible for sending/ordering incorrect or goods no longer required.



If it is determined that Brightwell have sent you the wrong item we will arrange for a full credit or replacement goods to be sent to you. Credit can be held on your account awaiting your next order, used against any outstanding invoices or returned to the Credit/Debit card or BACS account used to pay for your last order.

If you are returning the goods because they are no longer required; QA will advise you of any handling charge that will be applied before the Credit Note is raised. (up to 25% value of the goods)
Credit can be held on your account awaiting your next order, used against any outstanding invoices or returned to the Credit/Debit card or BACS account used to pay for your last order.

A full copy of our terms and conditions are available on our website www.brightwell.co.uk/about_us/fullterms.aspx