

## Returns Procedure for faulty or damaged goods

Call the Brightwell Customer Care Team:- **0044 (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  
Photograph of the faulty components



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 or spare component to be shipped to you. **It is our policy to charge for all replacement goods and shipping.**



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 to discover the fault and who is responsible for the fault. A copy of the report will be sent to you, explaining what action will be taken next.



If it is determined that the fault is due to poor manufacture or faulty components a credit note will be raised and a full refund made (including shipping)



If it is determined that the fault is due to misuse, wear and tear or the part code is out of guarantee, there will be no credit.

A full copy of our terms and conditions are available on our website [www.brightwell.co.uk/about\\_us/fullterms.aspx](http://www.brightwell.co.uk/about_us/fullterms.aspx)