

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 relevant Brightwell Representative.

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

Brightwell Dispensers Inc
14651 W 95th Street
Lenexa
Kansas
66215

Upon notification of goods to be returned, Brightwell 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:

Full Company Address:

Email Address:

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

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

Other

Following 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

Other

In 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)

Terms and conditions:

- All goods are to be returned prepaid to Brightwell unless an error was made by Brightwell Dispensers Inc.
- 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 timeframe 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 Brightwell Inc. on +1 913 956 4909