

Returns Procedure for Faulty or Damaged Goods

Call the Brightwell Team - +1 913 956 4909

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. Your Brightwell Representative will log the problem on our system and provide a returns reference (RMA...)

Dependant on the problem Your Brightwell Representative 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 Inc.

14651 W 95th Street

Lenexa

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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 <http://www.brightwell-inc.com/services/#returns-policy>