

## 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 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  
9567 Alden Street  
Lenexa  
Kansas  
66215  
USA

**Unless you have been specifically advised by your Brightwell representative all electronic dosing units which have contaminated squeeze tubes should have the squeeze tubes removed, flushed through with water and disposed of appropriately.**

Upon notification of goods to be returned, you will be allocated a specific reference number which should be quoted on all associated correspondence.

**Note: Should you fail to return your goods to Brightwell within 60 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>

### Please specify below the reason for return:

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### Additional Information:

#### BRIGHTWELL DISPENSERS INC.

9567 Alden Street, Lenexa, Kansas, 66215, USA

T (+1) 913-956-4909 F (+1) 913-948-9470 E sales@brightwell-inc.com W brightwell-inc.com

Registered in the USA

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Page 1 of 2  
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M0105 Issue 2.0

**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 the address listed on page 1.**

**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 15%, 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 14 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 or a maximum of 14 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 Brightwell INC on +1 913 956 4909

**BRIGHTWELL DISPENSERS INC.**

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Page 2 of 2  
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