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| --- | --- | --- | --- |
| To submit a Return Merchandise Authorization (RMA) request, complete the following form, NO EXCEPTION!!! In order to expedite your request, please complete all information below.  Please email the completed form to sales@blue-white.com or fax to +1(714) 894-9492. You will be notified with an RMA number if your return request has been approved. Shipping information for sending the unit to Blue-White Industries, Ltd. will be provided once the RMA is issue. | | | |
| **Billing Information:** | | | |
| Date: |  | Address: |  |
| Company: |  |
| Contact: |  | City/State: |  |
| Tel/Fax #: |  | Zip Code: |  |
| Email: |  | Country: |  |
|  | | | |
| **Product Information:** | | | |
| Model Number: |  | | |
| Serial Number: |  | | |
| PO Number: |  | | |
| Purchase Date: |  | | |
| **Reason for Return:** | | **Check Appropriate Box:** | |
| Repair  Credit  NIST Calibration | |
| **Description of Problem:** | | | |
| **Additional Information/Instructions:** | | | |
| I am signing below to indicate that I understand and agree to the details written on **Page 2 and Page 3.**  Clients Signature X\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Clients Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | |

RMA PROCESS

ALL RETURNED MUST HAVE A RMA NUMBER AND PROOF OF PURCHASE!

**1. GENERAL**

**1.1 RMA REQUEST:**

A customer with item(s) that requires repair should request a Return Merchandise Authorization (RMA) number by filling out this form and submit it to Blue-White Industries, Ltd. via email to sales@blue-white.com or fax to +1(714) 894-9492.

**1.2 CONDITION OF MECHANDISE BEING RETURNED:**

**a. IF MECHANDISE IS BEING RETURNED ON WARRANTY:**

♦ Original packaging with all literature is preferred when returning product.

♦ Product must be returned with all accessories.

**b. IF MECHANDISE IS BEING RETURNED FOR CREDIT**

♦ Product must have been purchased (date of invoice) within 6 months of requesting this RMA.

♦ Original packaging with all literature is preferred when returning product.

♦ Product must be returned with all accessories.

♦ Product itself must be in perfect condition.

**Note:** Any modifications will result in a void of the warranty and credit.

**1.3 RMA REVIEW:**

The RMA Administrator will review the request and, before proceeding, may request additional information, or suggest additional diagnostic steps to ensure that the item(s) is not returned unnecessarily.

**1.4 RMA CHARGES:**

For on Warranty (OW) claims, there will be no test/repair charges. Out-of-Warranty (OOW) RMA returns may require a charge. Prior to the RMA being issued the RMA Administrator will inform the customer of the flat rate charge for test/repair of the item(s). A formal quote for the associated RMA charges can be provided upon request.

**1.5 RMA ISSUED:**

When the RMA Administrator has confirmed a repair is necessary and all other requirements have been satisfied, a reply will be sent to the customer with an RMA number which may include packaging and shipping instructions.

**1.6 CUSTOMER DECISION REQUIRE:**

Once an evaluation/quote has been received from Blue-White customer service, the customer has 30 days to decide how to proceed and if not the product will be return as-is.

**1.7 RMA EXPIRATION:**

Once the RMA # has been issued, the product must be received by Blue-White Industries within 90 days of the date of issue of the RMA#.

**1.8 SHIPMENT OF RMA TO BLUE-WHITE INDUSTRIES:**

**RMA NUMBERS MUST BE CLEARLY MARKED ON THE OUTSIDE OF THE BOX THE MERCHANDISE IS BEING SHIPPED IN. IF PERSONNEL IN OUR SHIPPING DEPPARTMENT CANNOT EASILY READ (FIND) THE RMA #, THE MERCHANDISE WILL NOT BE ACCEPTED FOR RETURN.**

The customer is responsible for the safe shipment of the item(s) in appropriate packaging.

**1.9 ON WARRANTY TEST/REPAIR:**

Blue-White Industries will repair or replace at its discretion all warrantied item(s).

**ADDITIONAL DETAILS:**

**NO-TROUBLE-FOUND RMAs**

If an RMA is determined to be NO Trouble Found (NTF), Blue-White will request additional information from the customer in an attempt to replicate the observed failure. If no additional information is available or the observed failure cannot be reproduced, Blue-White will return the RMA to the customer as NTF. The policy applies to On Warranty (OW), and Out Of Warranty (OOW) RMAs. Full OOW charges do apply.

**UNREPAIRABLE ON WARRANTY**

Item(s) returned to Blue-White covered by warranty determined to be unrepairable as a result of pump fault that has not been induced by customer misuse will be replaced for no charge to the customer.

**UNREPAIRABLE OUT-OF-WARRANTY**

Item(s) returned to Blue-White determined to be unrepairable for any reasons will NOT be automatically replaced. A replacement item's part can be ordered through the customer’s normal Blue-White sales channel. OOW item(s) found to be unrepairable can either be returned to the customer ‘as is’ for final disposition or scrapped at Blue-White upon customer request. Blue-White will request final disposition instructions from the customer when an item is determined to be unrepairable. Unrepairable item(s) is subject to a reduced RMA charge to cover the cost of testing and debug performed by Blue-White.

**SHIPPING OF RMAs TO BLUE-WHITE**

Shipping of all OW and OOW RMAs from the customer to Blue-White is at customer expense. Customers are encouraged to notify Blue-White when RMAs are shipped and to provide shipment tracking details. RMAs are to be appropriately packaged to ensure the safe transit of the item(s) to Blue-White. Any damage or subsequent failure of the item(s) related to inappropriate packaging will result in additional charges for the repair of the item(s).

**SHIPPING OF WARRANTY MAINTENANCE RMAs FROM BLUE-WHITE**

Shipping of all Warranty RMAs from Blue-White to the customer are at Blue-White expense using the Blue-White preferred shipper unless a prior agreement is entered with the customer to ship differently.

**SHIPPING OF OOW RMAs FROM BLUE-WHITE**

Shipping of all OOW RMAs from Blue-White is at customer expense. The cost of shipping from Blue-White is not included in the quoted OOW RMA repair charge. The customer has the options of providing a shipper name and account number for collect shipping of the RMA at the time the RMA is issued via the RMA Request or Blue-White can add the cost of shipping to the Blue-White Invoice in addition to the OOW RMA repair charge.

**EXPEDITED RMA PROCESSING**

Blue-White can provide expedited testing and repair of RMAs on a case by case basis. There is no additional charge expediting a RMA.

**SHIPPING ADDRESS:**

**Blue-White Industries, Ltd.**

5300 Business Drive, Huntington Beach, CA 92649

Phone: 714-893-8529 Fax: 714-894-9492

Email: sales@blue-white.com