

RMA:

BSB Electronics Ltd Returned Materials Authorisation Form

Section 1 – Please complete all fields*

Contact name:		Your ref:	
Contact number:		Date returned:	
Business name:			
Business address:			
Deliver To:			
Item Returned:		Fault Description <small>(Please supply full details of the fault or the standard charge will be applied for testing)</small>	
Controller ID Number (if applicable)			
Site Code (for credentials):			
Format (for credentials):			

Section 2 – For completion by BSB Electronics Ltd

Date received:	Instructed:	R I G C:	Reason:
Test Results			
Inspected by:	Test date:	Repaired / Replaced / Scrapped	AR:
B E R:	IW :	Type of fault:	AR sent on:

Lifetime Warranty

All Progeny products manufactured by BSB Electronics Ltd are covered by 'Progeny Lifetime Warranty' which is limited to any defective material or manufacturing defects causing the failure of the product during its lifetime. Third party products not manufactured by BSB Electronics are covered by the warranty supplied by the original manufacturer.

Lifetime means the period of time the product remains in manufacture at BSB Electronics Ltd.

Lifetime cover does not include faults caused by damage due to neglect or having being handled without due care and attention, damage due to misuse, normal wear and tear of limited lifetime components (i.e. contact based cards or readers) or not being installed to BSB Electronics Ltd specifications and instructions.

Any products returned to BSB Electronics that are found to have 'no fault' or are not covered by standard warranty or Progeny Lifetime warranty, are subject to a standard repair charge of £45.00 (exc. VAT) which will be made for any investigative work, testing and repair unless the item is beyond economical repair.

Declaration I understand the terms of the warranty and agree to the charges for returned goods that are not covered under its terms.

Name.....

Company Name.....

Signature:

Date:

*We cannot process a returned item under the terms of the warranty until section 1 has been completed in full and the declaration signed

Please return this signed document along with the returned goods to:
BSB Electronics Ltd, Progeny House, Queen Street, Great Harwood, Lancashire, BB6 7AU

Tel: +44 (0) 844 811 8976 FAX: +44 (0) 844 811 8978

