

F027-1

Version 9

Returned Goods Authorisation (RGA)



To allow us to process your return without delay please complete this RGA and enclose a copy with the goods

Customer	-----	RGa No	-----
Address	-----	Date Issued	-----
Contact / Tel	-----	Requested by	-----

Are you outside the EU and returning goods for inspection, service or calibration? Use the IPR (Suspension) Procedure

Your Reason for Returning the Goods (please tick one)		Part No:	-----
The goods I received were damaged	<input type="checkbox"/>	Serial No:	-----
Faulty goods - I am claiming warranty	<input type="checkbox"/>	Description:	-----
Faulty goods - I am not claiming warranty	<input type="checkbox"/>	QTY:	-----
I ordered the incorrect part	<input type="checkbox"/>	Invoice Ref:	-----
I was sent the incorrect part	<input type="checkbox"/>	Invoice Date:	-----
Goods not required - please credit	<input type="checkbox"/>	Your ref:	-----
I am a consumer returning unwanted goods	<input type="checkbox"/>	Comment:	-----
For calibration or other reason	<input type="checkbox"/>	IPR Ref:	-----

Please tell us what action you would like us to take:

Returns Address; Bell Flow Systems Ltd. Goods Inwards. Unit 15 Swan Business Centre, Osier Way, Buckingham MK18 1TB**Returned Goods are subject to our Terms & Conditions which can be viewed on our Website at www.bellflowsystems.co.uk**

This RGA is valid for 30 days from the date of issue. Goods returned under the Consumer Contracts Regulations must be returned within 14 days..

Return shipping is the responsibility of the sender. We recommend that you use a signed-for service. Where we are at fault we may refund reasonable shipping costs.

Items correctly supplied and returned for restocking must be unused, in the original packaging with all original documents and in saleable condition.

There will be a minimum restocking fee on correctly supplied goods. Credit will be issued following receipt and inspection of goods.

Used items and specially ordered items will not be accepted for restocking.

As a consumer you have rights under the Consumer Contract Regulations including the right to cancel. Call 01280 817304 or download our policy from our website.

THIS SECTION FOR BELL FLOW SYSTEMS INTERNAL USE

Goods Received at BFS	Date: -----	Received by: -----	Referred to: -----
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Inspection Report

Inspected by: ----- **Date:** -----

Received Damaged:	Yes: <input type="checkbox"/> No: <input type="checkbox"/>	Ordered Incorrectly:	Yes: <input type="checkbox"/> No: <input type="checkbox"/>
Faulty Goods - Warranty:	Yes: <input type="checkbox"/> No: <input type="checkbox"/>	Sent Incorrectly:	Yes: <input type="checkbox"/> No: <input type="checkbox"/>
Unwanted Consumer Goods:	Yes: <input type="checkbox"/> No: <input type="checkbox"/>	Goods Not Required:	Yes: <input type="checkbox"/> No: <input type="checkbox"/>
Calibration:	Yes: <input type="checkbox"/> No: <input type="checkbox"/>	Item Exchanged:	Yes: <input type="checkbox"/> No: <input type="checkbox"/>

What happened with the item?

Returned to Stock: Returned to Customer: Returned to Supplier: Scrapped:

Credit Note: Yes No Invoice Number: -----

THIS SECTION FOR BELL FLOW SYSTEMS QUALITY MANAGEMENT SYSTEM USE

Non-conformance raised?	YES <input type="checkbox"/> NO <input type="checkbox"/>	NCR ref:	-----	NCR closed:	-----
Corrective action raised?	YES <input type="checkbox"/> NO <input type="checkbox"/>	CAR ref:	-----	CAR closed:	-----
Return/Rejection raised?	YES <input type="checkbox"/> NO <input type="checkbox"/>	RRN ref:	-----	RRN closed:	-----
RGa Completed by:	-----	Date:	-----	Signed:	-----
QMR Review by:	-----	Date:	-----	Signed:	-----