Brightoner
"A Brighter Choice"

RMA AUTHORIZATION FORM

Instructions:

1. Fill out as much of the information below as possible. Anything with an asterisk (*) is a required field. Additional information you provide will help to ensure that your RMA is processed quickly and efficiently. Please be as descriptive as possible.
2. E-mail to kevin@brightoner.com receive your RMA number.
3. Any returned item without an approved RMA # will take lowest priority for processing (meaning processed last).
4. Returns purchased by Credit Card will be issued back to the originating card. To have credit applied to a different card, it must be noted this request.
5. **Unopened and/or Non-Defective product is subject to a 25% restocking fee..**

Date		Company		Account #	
Contact		eMail Address			

QTY*	PART #*	REASON FOR RETURN*	INV OR PO#	BATCH CODE***

If your return qualifies for a warranty return, you will be contacted with a return label to send the defective product back. If your return does not qualify for a warranty return, please ship the items to the originating warehouse.

Number of Shipping Labels Needed: ☐
Non-qualifying return labels can be issued, contact for quote. Box DIMS are needed for quote.

***PLEASE NOTE**: Any returned item without the correct, approved RMA number will take lowest priority for processing (meaning processed last). Toner and Ink cartridges sent back less than 10% full, or any product without the appropriate warranty labels will NOT be issued credit. In the event that our test lab determines a returned item was not purchased from Brightoner LLC, or if a returned item is ineligible for a refund, you will be notified via e-mail and given 2 weeks to respond with a shipping label if you would like to have the item returned to you. Any returned items that are not ours will be destroyed after 2 weeks.