

RMA REQUEST FORM

This is not a Return Material Authorization (RMA). To request one, please complete all the fields of this form and email/ fax it to BHI. If you have provided all the correct information and your request is within BHI's RMA policies, we will send an authorization to you, via the contact information you provide below.

Account Name: _____ **City:** _____

Your Name: _____ **Date:** _____

Email or Fax number to send RMA to: _____

Original S.O. or P.O. number: _____

REASON FOR RETURN:

Check one that applies and list all related items below. **Please attach pictures of damaged or defective products.**

DAMAGED GOODS — use to claim shipping damage; must be submitted within 48 hours of receiving product.

DEFECTIVE GOODS — use when seeking warranty credit for a factory defect.

DO NOT NEED — use to request a return of stock BHI material, must be in new/ unused condition, a 25% restock applies.

SHIPPING ERROR — use if the wrong product/ quantity was shipped by BHI's shipping department

SALES ERROR — use if the wrong product/ quantity was ordered by BHI's sales team. Please be aware that all orders are acknowledged, and it is your responsibility to review the acknowledgements for the correct items, quantities and pricing.

ITEM LISTING:

ITEM #	DESCRIPTION	EXPLANATION FOR RETURN

HAVE YOU ORDERED REPLACEMENTS FOR THIS PRODUCT? **YES** **NO**

IF SO, PLEASE LIST THE P.O. OR S.O. NUMBER FOR THAT ORDER: _____

BHI RETURN GOODS POLICY

- * BHI does not accept the return of any product that has been manufactured by our Doorshop. Please contact your Outside Sales representative with any concerns regarding pre-hung units.
- * BHI does not accept returns without a Return Material Authorization. If this form is not properly filled out and we cannot send you an RMA, you will be contacted by a BHI representative. Do not attempt to fill out this form and give it to a BHI driver.
- * Neither this form or a BHI RMA are considered an approval of credit. All RMA's are subject to BHI's in-house inspection.
- * Except for factory warranty issues, BHI does not accept the return of product after 60 days.
- * BHI's policy is to attempt to fix or replace the problem product prior to providing credit.
- * Unless the return is due to a BHI error, we only accept the return of stock items, and a 25% re-stock fee will be applied to the credit.

If you have any questions or concerns about this form, or about BHI's Return policies, please contact our Inside Sales department. Thank you.

RMA# _____
(for BHI use)