

Bondeye Optical Ltd.
23 Fazeley Studios, 191 Fazeley Street
Birmingham. UK. B5 5SE



RMA NUMBER REQUEST FORM

for office use only

RMA Number	
Authorized by	

Please fill out this form as complete and as clearly as possible:

Practice Name _____ Account Ref: _____ Contact: _____ Phone Number: _____

Customer Address: _____ City: _____ County: _____ Postcode: _____

Cross shipment **Credit** **Repair/Replacement** **Missing item**

Note: Items to be returned: If the complete shipment / invoice is being returned, then type all into item #

Item #:	Item Description	Qty.:	Invoice #:	Problem Description:

Once you have fully read, understood and agree with the rules below please sign here and fax to 0808 2801865 or email to sales@bondeyeoptical.co.uk

Terms and Conditions Agreed: Date: _____ thank you for your cooperation, Bondeye.

Please read carefully and fax to 0808 2801865 or email to sales@bondeyeoptical.co.uk

Returns – Terms and Conditions 2010

Bondeye Optical will replace or repair at its opinion, free of charge, any goods which are returned by the Customer, via the Bondeye's FREEPOST service to Bondeye's premises and which are shown to Bondeye's reasonable satisfaction to be defective (under proper use) by reason of faulty material or workmanship within 12 months from the date of their original despatch. Proof of purchase i.e. a copy of the invoice is necessary in order to provide any service. The RMA number is valid for only 30 days from the date issued. A new RMA number is required if period exceeds 30 days. The RMA number is valid only for items originally listed in the request forms. "Missing on Arrival" must be reported within 72 hours of receipt. Any physical damage or re-work done to the product or defacing labels on parts & components voids warranty. Return for credit due to unwanted items or cross shipment can be accepted only within 30 days from the date of invoice. Please be sure to include all components in its original condition/packing. Any items returned for credit and sent incomplete or defaced will not be given credit. All credits are given on invoiced prices and there is no restocking fee charged. The account will be credited with the purchase value of the goods returned upon delivery at Bondeye Optical. Carriage costs will be credited on complete orders returned. For part-shipment, weight of the item will be taken into consideration at the discretion of Bondeye Optical. Please print RMA number legibly on top of the package, package w/o RMA number will not be accepted. All shortcomings, discrepancies, short-shipment etc. should be brought to the notice of Bondeye Optical within a period of 72 hours from the date of the receipt; Bondeye will not be responsible, or liable thereafter in respect of this RMA. The return to Bondeye of this RMA is deemed as acceptance of the conditions stated herein.