



Bill West Incorporated
251 Milwaukee Ave
Ste 200
Buffalo Grove, IL 60089-2828
(847) 919-8900
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RMA Request Form

Date*	
Manufacturer*	
Part Number*	
Serial Number*	
Original PO Number	
Original Cart ID	

Items marked with an * are required.

In the space below please describe the problem encountered. Please provide as much detail as possible so that we may duplicate the problem. Please attach additional sheets if necessary.

Comments – please provide any additional information or comments in the space below about your overall system. Please provide any information that will help us diagnose the problem. Please attach additional sheets if necessary.

Please provide your return ship to address below:

Company Name	
Street Address Line 1	
Street Address Line 2	
Street Address Line 3	
City, State, Zip	
Attention (Person)	
Phone Number	
E-mail address	

BWI's standard return policy is as follows:

Products returned to BWI must be accompanied by an approved Return Material Authorization (RMA) number issued by BWI and a statement of the reason for return. An RMA number will not be issued without serial number information for the product, if appropriate, to be returned and an explanation as to the reason for return. BWI reserves the right to refuse to issue RMA numbers for items for which the reason for return is not a product defect or error on the part of BWI. RMA numbers may be obtained from BWI at 847-919-8900. Cost of return freight to BWI is the responsibility of the Customer. Products returned for credit will be subject to a restocking fee unless the reason for return is a product defect or error on the part of BWI.

This policy is published on our web site and may change from time to time. Please visit the Terms and Conditions page on our web site for current information.

If we are unable to reproduce the problem reported a service fee may apply.

For BWI Use:

RMA approved:	
RMA number	

You may return your RMA to:

BWI
251 Milwaukee Ave Ste 200
Attention: RMA [insert number as above]
Buffalo Grove, IL 60089

Please include a copy of this form with this shipment and retain a copy for your records.