

RI/RA REQUEST

B&W Group

E-MAIL: TECHSUPPORT@BWGROUPUSA.COM
FAX #: (800) 681-0673

DATE: _____
PHONE # (800) 370-3741

YOUR NAME: _____ EXT: _____ FAX#: _____

EMAIL: _____ PHONE#: _____

DEALER NAME: _____ DEALER CODE: _____

SHIP TO ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

REQUESTING: REPAIR (RI) (PROOF OF PURCHASE REQUIRED WITH REQUEST FOR WARRANTY SERVICE)

EXCHANGE (RA) (PROOF OF PURCHASE REQUIRED WITH REQUEST)

CREDIT ONLY (RA) WHY CREDIT ONLY: _____

MODEL #: _____ COLOR: _____

SERIAL #: _____ DATE of PURCHASE: _____ / _____ / _____
mm dd yy

DETAILED DESCRIPTION OF PROBLEM: _____

All Fields Are Required. Order *WILL NOT* be processed if incomplete.

WARRANTY?

YES : The Sales Receipt or Proof of Purchase must be included with the Request.

NO : Credit Card#: _____ / _____ / _____ / _____ Exp Date: _____ / _____

You are currently an Active B&W Group Dealer.

A Credit Card Number is not required.

Please be advised that if No Problem is found, there will be a \$75.00 labor charge plus Return Shipping.

In order to provide the fastest service possible, we require a pre-approved estimate of \$150.00.

If the Repair Cost is \$150.00 or less, the unit will be repaired, your account will be charged and you will be notified that your unit is being returned. If the Repair Cost exceeds \$150.00 you will be sent an estimate for your approval.

If declined, there will be a \$75.00 labor charge plus shipping and handling to have the unit returned unrepaired or we can dispose of the unit for you at no charge.

YOU MUST USE THE SHIPPING LABEL PROVIDED WITH THE RI, RA CONFIRMATION.

UNITS W/O THE SHIPPING LABEL WILL BE REFUSED.