Office: **(615) 355-6063**
Website: **www.betterwater.com**

Better Water
RGA Request Form

Fax to: **(615) 355-6065**
Email to: **CustomerService@betterwater.com**

INSTRUCTIONS:
1. This form is for returning items only. Replacement items must be ordered separately.
2. Complete and submit form for processing. Email to customerservice@betterwater.com or fax to (615) 355-6065.
- Once this form is received it will processed, and a RGA Number authorizing the item's return will be generated, if warranted, and sent to you via email or fax.
3. Do not return item without receiving a RGA Number authorizing its return.
4. Return of item does not guarantee any credit or warranty replacement. Returned items will be evaluated
5. Returned items may be subject to a "restocking fee".

CONTACT INFO: *(for questions and return authorization)*

Name _____

Phone (_____) _____ Ext _____

Cell (_____) _____

Fax (_____) _____

Email _____

ORIGINAL SALE SHIP TO:

Name _____

Address _____

Address _____

City _____ St _____ Zip code _____

SALE INFO for Item Returning: *(If item was an original component of equipment, then enter the sale information for the equipment)*

PO Number _____

PO Date _____

Date Received _____

Item Id _____ Desc. _____ Qty ____ Unit of Measure _____

Serial# of Item *(if applicable)* _____

Check one: [__] Ordered Wrong Item [__] Given Wrong Part# [__] Damaged in Shipping [__] Problem with Item

- If damaged in shipping …was it noticed and reported to the delivery service upon delivery? [__] YES [__] NO
…was packaging kept to show to delivery service if it had obvious damage? [__] YES [✔] NO
…email picture(s) of damaged item to customerservice@betterwater.com

Detailed Reason for Return of this Item _____

_____

_____

Was the item an original component of a piece of equipment? [__] YES [__] NO

If not an original component, was the item installed into a piece of equipment? [__] YES [__] NO

- If YES for either of the above two questions, what device was it installed into?

Device Description _____ Device Serial# _____

Have you ordered a replacement item? [__] YES [__] NO

- If YES, Better Water Order# _____ Purchase Order# _____ Order Date _____