To ensure prompt action for your returned product, please take clear pictures of the equipment to be returned and complete ALL fields accurately. Please then scan the document and email it along with the photos to sales@waterlink.com. If you cannot scan it, please take a clear picture of the filled-in form and email it. Once the RMA form has been received, Waterlink will contact you with your RMA Number and further instructions.

Contact information Waterlink RMA:

|  |  |
| --- | --- |
| **Name** |  |
| **Date** |  |
| **Company/Organization** |  |
| **Contact Number** |  |

Site information

|  |  |
| --- | --- |
| **Name** |  |
| **Contact Number** |  |
| **Address** |  |

Product information

|  |  |
| --- | --- |
| **Product name** |  |
| **Quantity** |  |
| **Serial number** |  |
| **Faulty type** |  |

Return Details

|  |  |  |
| --- | --- | --- |
| **Date:** |  | |
| **Order Number/ Invoice Number**  **(required for warranty claims only)** |  | |
| **Reason for Return: (Select one)** | | |
| Defective Item (warranty claim) | | Item not as described |
| Incorrect item shipped | | Ordered by mistake |
| Product no longer needed | | Exchange for a different item |
| Item arrived damaged | | Other |
| Additional comments/ Instructions: | | |

|  |  |
| --- | --- |
| Refund | Replacement |
| Repair | Credit |
| Other | |
|  | |

Action Requested

# Warehouse Use Only

|  |  |
| --- | --- |
| **Received by** |  |
| **Date received** |  |
| **Condition Verified:** | Yes No |
| **Comments/ Actions Taken** | |
|  | |