RMA REQUEST FORM

CONTACT INFORMATION

ACCOUNT # :

COMPANY NAME :

CONTACT'S NAME :

EMAIL :

PHONE # :

EXT # :

REQUEST INFORMATION

QTY	ITEM #	ORIGINAL PO # | INVOICE #	REASON	I WANT A

COMMENTS :

FOR DAMAGED MERCHANDISE AND/OR DEFECTS, PROVIDE US A PICTURE WITH THE LOT NUMBER :

MERCHANDISE AUTHORIZATION POLICY AND PROCEDURES

- Groupe BBH Inc. will assume freight charges for manufacturing defects and/or shipping discrepancies.
- Customer will assume freight charges in the event that customer send the order information wrong which include Item, ship to address, etc.
- Provide proof of purchase for a return or a credit note.
- Returned merchandise must be in its original packaging and in resale condition.
- New product must be returned within 6 months of purchase.
- Defective product must be returned within 6 month of purchase and the heated garments with battery within 1 year of purchase.
- Groupe BBH Inc. must be made aware of all discrepancies within 15 days of the reception of the order.
- Groupe BBH Inc. sales count is final.
- A 25 % restocking fee may apply.
- Include a copy of this authorization with your return and indicate the RMA # clearly on the package.
- No return will be accepted without authorization number given by Groupe BBH Inc.
- Merchandise must be returned within 30 days of issuance of the authorization number.
- All credit note will be issued and applied to future purchases.

THE CONDITIONS MENTIONED WILL BE APPLIED,OTHERWISE GROUPE BBH INC. RESERVE THE RIGHT TO REFUSE THE RETURN.

SIGNATURE* :

DATE :

*Your signature below acknowledges that you have read and agree to our terms of returns.

SUBMIT NOW

We will provide you with an RMA # within the next 5 business days.