

# Return Material Authorization (RMA) Request Form

**Honeywell**  
**BMS EMEA**

## Contact/invoice address

Company	Surname
Address	First name
Postcode/ city	Telephone
Country	E-mail

## Delivery address (only if different)

Company	Postcode/ city
Address	Country

## RMA request reason

- A Warranty return for a defective unit** *(Please give production date e.g. 2135 for year 2021 / calendar week 35)*
- B Advanced replacement** *(SBC and Trend only, I have already ordered a replacement unit and would like a credit note)*
- C Incorrect delivery** *(The wrong product was delivered. You will receive a credit note for the incorrect delivery. Please order a new product under Orders)*
- D Other reason**



The Honeywell reference (sales order number, delivery note number or invoice number) must be entered in the "Honeywell reference" field.

**Honeywell  
reference**

*The RMA cannot be processed without the Honeywell reference number*

Technical support case number (if applicable)

Customer PO number

**Please provide details on the goods you wish to return**

Item	Qty	SKU/Product reference	Serial number	Date code	Original order number	Description of the defect
1						
2						
3						
4						
5						
6						
7						
8						

**Additional description of the problem/fault**

Symptoms

Environmental conditions / application / remarks

Date

City

Stamp