

RETURN GOODS REQUEST (RGR)



GCA LOGISTICS FOS
 DISTRIPOORT Bâtiment B3
 Attn:After Sales&Quality Service Rain Bird
 5 avenue de Shanghai
 13 230 Port Saint Louis
 France
 Tel : (33) 04 42 24 44 61
 Email: rbesav@rainbird.eu

Date : _____

Defective goods _____

New goods _____

Company : _____

Email: _____

- 1/ Return of new goods (other than due to Rain Bird Error)** must be pre-approved by the sales manager and returned in the original package. There is 10% restocking charge for return of new goods. No credit given for shop worn, obsolete or special order product.
- 2/ For defective goods, Return Goods Request (RGR)** will be approved if the product is within warranty period, has been verified as defective by the Distributor, includes a specific reason for return, and RGR is complete.
 The defective products eligible to the board exchange program must be returned by using the RGR form.
- 3/ Send by email the completed RGR at rbesav@rainbird.eu - Attn: After Sales & Quality control.**
- 4/ All the products must be correctly sorted by product line:** example : sprinklers, controllers, valves, etc
 The golf rotors should be returned in the lowest "testable" part. Example, if a rotor "is not rotating," ONLY the internal assembly can be returned to Rain Bird for credit, if the rotor is "weeping" ONLY the case can be returned to Rain Bird for credit.
- 5/ Return Good Authorization**
 If the RGR is approved, a Returned Goods number will be sent to Distributor with eventually the list of the products to be returned to RBE for deeper analysis
 The Products under warranty will be replaced at no charge by Rain Bird.
- 6/ Products not under warranty**
 A repair quote will be sent to the customer for the repairable products.
 The repairable products will be kept during 3 months after repair quotation dispatch and will be destroyed if the corresponding order is not received during this period.
- 7/ Shipment cost**
 The cost for the return of the defective parts to Rain Bird will be paid by the distributor/ customer.
 The cost for the return of the parts replaced or repaired to the distributor/ customer will be paid by Rain Bird
- 8/ Analysis report**
 Rain Bird will supply to the distributor / customer an analysis report for each product returned

Qty	Part number	Part description	Date Code	Problem description	Site name (mandatory for golf product)	Customer reference	Rain Bird use only: Return to RBE (Y / N / Y for Quote)

Rain Bird Use Only:
 RGA/BE Approved: _____ Reason for denial (Check one): Non- warranty _____ Unclear reason _____ Other (explain) _____
 N° RGA / BR: _____

RGGA / BR

N° _____

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Pour le compte de RAINBIRD EUROPE

DISTRIPORT Bâtiment B4

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7 avenue de Shanghai

13 230 Port Saint Louis

France