

# SERVICE BULLETIN

## Advance Replacement Program

# Brady

Brady Distributing Company

Dear Customer,

Advance replacements are an important part of the value added services that we provide to you, our most valued customer. In a continuing effort to improve our advance replacement program and to be able to offer you sufficient stock and timely delivery of advance replacement items, we are revising our advance returns policy effective June 15, 2011.

In order to receive full credit for your advance replacement item (*minus shipping charges and a \$25 advance fee*), the item must be returned within 15 calendar days. Advance items returned beyond 15 calendar days will be subject to a 30% restocking fee. Items returned after 30 calendar days will not be accepted for credit. Customary repair charges will be charged for repair of the defective item. In order for warranty repairs to be honored the equipment model and serial number must be indicated on the Return Authorization Form. For any equipment not purchased from Brady Distributing, the advance replacement fee will be \$75.

Each advance replacement will include a detailed instruction sheet, yellow colored RMA label with RMA number and a pre-paid UPS return services label. We ask that you pack **ONLY** the defective item in the original packaging along with the Advance Replacement Return Authorization form. Affix the RMA label and return services label to the outside of the box. When you have completed repacking the defective item, simply give the package to your UPS driver or, if you do not have regular UPS deliveries, you may drop off the package at a UPS shipping outlet or UPS store for return to Brady's parts department. Your account will not be charged return shipping charges provided the UPS return service label is affixed to the outside of the package.

Please note that in order to properly track the progress of the return item and ensure proper credit, we ask that you do not return your advance replacement using Brady trucks or sales personnel.

Thank you for your continued business and we look forward to servicing your advance replacement needs.

To insure proper credit is given in a timely manner please do not send advance replacement items directly to the manufacturer. Any item sent directly to the manufacturer will be subject to a delayed credit.

Sincerely,

Brady Distributing Company

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### Charlotte

2708 Yorkmont Rd  
Charlotte, NC 28208  
Phone: 704-357-6284  
Fax: 704-357-1243

### Memphis

4800 E. Shelby Dr, Suite 102  
Memphis, TN 38118  
Phone: 901-345-7811  
Fax: 901-398-0578

### Miramar

10024 Premier Parkway  
Miramar, FL 33025  
Phone: 954-874-1100  
Fax: 954-874-1101

### Orlando

4601 SW 34th St, Suite 110  
Orlando, FL 32811  
Phone: 407-872-1666  
Fax: 407-872-1667

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## Advance Replacement Return Authorization

Date: \_\_\_\_\_ Account Number: \_\_\_\_\_

RMA Number: \_\_\_\_\_

Description of Problem with the defective item: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

If item or machine is under warranty include the following:

Machine Model: \_\_\_\_\_

Serial # of Machine: \_\_\_\_\_

## Instructions

**1** Pack **ONLY** the defective item in the original packaging along with this ARA form.

Place Return Material Authorization (RMA) label on the outside of the box

**2**



Attach Return Services Label (UPS)

**3**



**4**

Give packing to UPS driver or take to UPS outlet or UPS store.

## Policy

Exchange fee will include a \$25 Advance Surcharge in addition to customary repair charges once item has been returned.

Item being exchanged must be returned to Brady within 15 days for full credit to be issued. Items arriving after 15 days but before 30 days of initial exchange date will be charged a 30% restocking fee. Items not received by 30 days will be refused upon arrival and your account will not be credited for the return of this item.

**PACK ONLY THE ADVANCE REPLACEMENT ITEM IN THE ORIGINAL PACKAGING ALONG WITH THIS ARA FORM. USE THE ENCLOSED RETURN SERVICES LABEL TO SHIP ITEM. DO NOT GIVE TO BRADY PERSONNEL TO RETURN. DO NOT SEND DIRECTLY TO THE MANUFACTURER.**