

Return Policy

1. Refer to warranty that comes with the NextGen Boiler. For reference, the serial number on the boiler will reflect the manufacturer's date code.
2. Fax or email this form to obtain an authorized RMA number.
A WH Response representative will contact your business a RMA # within 2 days.
3. Return credit for unused boilers are authorized **ONLY** for NEW equipment in unopened packages.
4. Boiler or parts covered and approved under NextGen Boiler warranty will be shipped free of charge directly to the authorized wholesaler or credited to their respective account if they so choose.
5. Service Department will process requests.



RMA#: _____

Return Material Authorization (RMA)

Wholesale Distributor: _____

Address: _____

City: _____ State: _____ Zip: _____

Contact: _____ Email address: _____

Phone : _____ Fax: _____

Tracking Number _____

Qty.	Part #	Description	Reason for Return	Serial #	Purchase order #	P.O. Date	Replace/Credit (upon approval)
							<input type="checkbox"/> Replacement <input type="checkbox"/> Credit
							<input type="checkbox"/> Replacement <input type="checkbox"/> Credit
							<input type="checkbox"/> Replacement <input type="checkbox"/> Credit
							<input type="checkbox"/> Replacement <input type="checkbox"/> Credit
1	sample	ABC part	Bad fitting	FB123456	20130609	1-12-2013	<input type="checkbox"/> Replacement <input type="checkbox"/> Credit

Shipping Instructions

1. Make sure to obtain an authorized RMA number and clearly mark the outside of the shipping box(s) with this number. Please include RMA paperwork and place it in shipping label. Shipments received without the RMA paperwork and number will be refused.
2. Ship returned items and RMA form to:

 WH Response LLC
 NextGen Boiler
 6800 Electric Drive
 Rockford, MN 55373
info@nextgenboiler.com
 Fax 763-477-3184 or 763-477-3054
3. Print a copy of this completed form for your records.

Comments:

Customer Signature: _____ Date: _____

For NextGen Boiler Representatives Only

Warehouse date returned: _____ Received by: _____

Warranty approved Yes No

Reviewed by: _____ Date Reviewed: _____

Scanned date: _____ Entered by: _____