

# DEFECTIVE AND/OR RETURN MERCHANDISE REQUEST



**BLUE RIVER DIGITAL**

*display brilliance*

Blue River Digital Inc.  
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*This form must be completed by the original customer only. Please fill out completely, to avoid delay of processing your request.*

CUSTOMER NAME:

Company or private party

DATE OF REQUEST:

/ /

CONTACT NAME:

Who is initiating this request?

CONTACT PHONE & EMAIL:

INVOICE NO. & DATE OF ORIGINAL ORDER:

Invoice no.      Date / /

MODEL NO. OR NAME & DESCRIPTION OF DEFECTIVE ITEM:

**PROBLEM**

TYPE OF DEFECT:

- Damaged in shipment
- Parts missing from shipment
- Incorrect item(s) shipped
- Custom item incorrectly configured
- Product failed in service
- Graphics quality problem
- Customer wants different item
- Other: \_\_\_\_\_

Description of defect (please email photos): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

PHOTOS OF DEFECT EMAILED TO:

**RESOLUTION**

WHAT IS CUSTOMER REQUESTING\*?

- ship replacement product
- ship replacement parts
- reimburse for repair costs
- return & repair
- cancel order for this item
- cancel entire order
- other: \_\_\_\_\_

Customer notes: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*\*subject to Blue River Digital's Warranty & Return Policy*

I hereby certify that the foregoing claim is true and complete, to the best of my knowledge. I understand and agree that liability of Blue River Digital Inc. (BRD) is limited to the sale price of the order in question, and that all returns, repairs, replacements, refunds and/or reimbursements are subject to authorization by BRD management, in accordance with the BRD Warranty & Return Policy, which the customer received a paper or electronic copy of when the order was originally placed.

SIGNATURE OF ORIGINAL CUSTOMER:

PRINT NAME:

DATE:

/ /

**— PLEASE FAX COMPLETED FORM TO 916-677-4691**