

## RMA Instructions

Please read all instructions before completing the RMA Form.

**Sections 1 through 7 of the RMA Form must be filled out entirely in order to be processed.** If a particular section does not apply to your return, please mark N/A in that section.

### 1. CLIENT INFORMATION:

Please make sure that your phone number and email address (if available) are included so that we are able to contact you should that be necessary.

### 2. PURCHASE INFORMATION:

We require proof of purchase in order to process the return. Please fill out the information and enclose a copy of your receipt if possible, which will expedite the processing of your RMA. If you do not have your original receipt, you can provide us with a copy of your charge card statement or cancelled check so that we can verify your date of purchase.

OR

Alternatively as a courtesy to you, if you cannot locate any of the above documents, we will accept the manufacturing date of the **Black Berkey**<sup>®</sup> purification elements as a surrogate purchase date to establish warranty eligibility.

Based upon our prorated two year warranty, if you purchased your elements or they were manufactured from 0 to 6 months prior, we will replace them at no cost. If they were manufactured or purchased 6 to 12 months prior, we will replace them at 25% of the regular price. If your elements were manufactured or purchased 12 to 18 months prior, we will replace them at 50% of the regular price and if your elements were manufactured or purchased 18 to 24 months prior, we will replace them at 75% of the regular price. Once we have received your warranted product, if you are using the dating method, our returns department will verify the date on the elements to ensure that there has not been a mistakes made. If the item being returned is covered by our prorated warranty (**Black Berkey**<sup>®</sup> Elements Only) then please fill out #3 Purchase Information section.

### How to Identify **Black Berkey**<sup>®</sup> Manufacture Dates

**Black Berkey**<sup>®</sup> purification elements have two components, the solid base and the softer filter media material. The solid base is the portion with the threaded stem. Around the edge of the base, the text will include the words "New Millennium Concepts". There will be a very small circle after the "New Millennium Concepts" text. It might be helpful to use a magnifying glass to view the date. The circle will have a number on each side of an arrow. Write that number down, this is the year. The arrow will point to a number imprinted around the circle which will be 1 thru 12. Write that number down, this is the month. Now you know the date that the filter element was manufactured. For example, if the number around to the arrow is 10 and the arrow points to the number 12, you have a filter that was manufactured on the 12th month of 2010 or December 2010. Please calculate the above and check off the appropriate box in Section 5 - Warranty Information.



*\*Please note that if the purification element was manufactured after August 2011 no date stamp will be visible.*

## 6. ITEMS REQUESTED

Please enter the quantity of items being returned, the description and the warranty price, based upon the information entered in Section 5 - Warranty Information.

Texas residents, please add 8.25% sales tax.

For items that are covered under our pro-rated warranty and that were manufactured prior to 6 months from the date of purchase please enclose a check or credit card information for the appropriate amount.

Please make checks payable to: **New Millennium Concepts Ltd.**

## 7. SIGNATURES

We require a signature for every parcel delivered. If you would prefer to take full responsibility for your parcel to be delivered without a signature, please sign the appropriate left hand box in Section 7. If this is not filled out it will default to YES and we will require a signature for package delivery.

Please make sure you sign in the right hand box in Section 7.

## 8. CREDIT CARD INFORMATION:

If paying by credit card, please fill out Section 8 completely. Sign and date in the appropriate areas. Please make checks payable to: **\*New Millennium Concepts Ltd.\***

## 9 & 10. DID YOU INCLUDE EVERYTHING?

Please review these sections to verify that everything has been completed properly and included in your shipment. **Please note that if the instructions above are not followed in their entirety as deemed necessary by New Millennium Concepts to be complete and accurate, your RMA request cannot be processed.** NMCL will send you a letter or email informing you of the necessary information, payment, receipt or product needed in order to process your request. New Millennium Concepts will hold your product until a complete form and any additional information and or items have been received (Receipt, correct payment, Filters etc.). In the event that requested items have not been provided to NMCL within a 60 day timeframe, following the date on the notice, the RMA request along with any unclaimed and returned product in our possession will be discarded.

Please allow up to 30 days for processing. We will work to get these processed as quickly as possible, however in some cases this may take up to 30 days from the time we receive the RMA request until you receive your replacement product.

After the RMA Form is completely filled out and you have gone through the checklist at the bottom of the payment page then please ship all necessary items to:

Western Distribution Center  
PO Box 40  
Villa Grove, CO, 81155

-or-

Western Distribution Center  
49126 CR LL 56  
Villa Grove, CO, 81155

# BERKEY® SYSTEMS RMA FORM

Please read the instructions before completing RMA Form

## 1. CLIENT INFORMATION

[Name] [Street Address] [City, ST ZIP Code]	Phone Email Today's Date
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## 2. PURCHASE INFORMATION

## 4. DEALER INFORMATION (If purchased through a dealer)

Invoice # (If applicable):	Was this purchased through a dealer : (Y/N)
Purchase Date:	Dealer Name:
Date Manufactured (Only required if no receipt)	

## 3. REASON FOR RETURNING ITEM

## 5. WARRANTY INFORMATION

Describe method used to troubleshoot problem	The warranty covers <b>Black Berkey®</b> filter elements based on a pro-rated useful life of two years from the date of purchase. Our systems are covered for 6 months under the warranty.  Elements Purchased (Items below are stated in months ) 0-6 <input type="checkbox"/> 6-12 <input type="checkbox"/> 12-18 <input type="checkbox"/> 18-24 <input type="checkbox"/> 0%      25%      50%      75 %  <input type="checkbox"/> System Purchased in the last 6 months
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## 6. ITEM REQUESTED

Quantity	Description	Price
<b>Sub-Total</b>		
Tax	Texas Residence Please add 8.25% Sales Tax	
<b>Grand Total</b>		

Shipping Address: (Only required if different than address provided above)	Total Enclosed: \$ _____ Credit Card <input type="checkbox"/> Customer check acceptable <input type="checkbox"/>
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## 7. SIGNATURES Note: The item requested will only be shipped if everything requested to process the RMA is in good order

We require a signature for every parcel delivered. If you would prefer to take full responsibility for your parcel to be delivered without a signature required please sign <b>X</b> _____	Form completed by <b>Signature</b> _____
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## For Internal Use Only

<b>Shipper Signature/Date</b>  This is to certify that the above named materials are properly classified, packaged, marked, and labeled, and are in proper condition for transportation.	<b>Confirmation #</b>  A confirmation # will be assigned to your RMA Request and this can be given to you by calling the toll free number a week after you shipped your return.	<b>RMAEA</b>
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**8. CREDIT CARD INFORMATION**

**Name (as it appears on card)**

Billing Address:

City/State/Zip:

Card #

Type:

CVV #

Exp Date:

x \_\_\_\_\_  
**Customer Signature**

x \_\_\_\_\_  
**Date**

Client acknowledges that NMCL is authorized to charge the above card for the amount identified in page 1 of this form.

**9. DID YOU INCLUDE EVERYTHING ?**

**10. RETURN SHIPPING INSTRUCTIONS**

**Customer Checklist**

- Entire Form Completed
- Proof of purchase enclosed
- Check attached or CC provided
- Elements dry (If returning filters)

If returning **Berkey®** systems please make sure to use plenty of packaging material. **Failure to do so could void warranty.**

We require a signature for every parcel delivered. If you would prefer to take full responsibility for your parcel to be delivered without a signature required you will need to sign in the designated area on the above page.

If returning **Black Berkey®** elements please make sure the elements have been thoroughly dried. Best Practice is to "place a dry towel on sunny window sill for a period of **3 days** and rotate periodically". **Failure to do so could void warranty.**

**Make checks payable to: New Millennium Concepts Ltd.**

**Return Product to:**

Western Distribution Center  
P.O.Box 40  
Villa Grove, CO, 81155  
**Or**  
49126 CR. LL56  
Villa Grove, CO, 81155

**Confirmation # (Internal Use Only)**