

Return Material Authorization (RMA) Request Form

Honeywell BMS EMEA



Please send the completed form to one of the addresses below.

Send the filled out form to: rma@saia-pcd.com

Send the filled out form to: rma@trendcontrols.com

Send the filled out form to: ex-or@honeywell.com

Send the filled out form to: acsrmagermany@honeywell.com

Contact addresses for CentraLine customers:

UK	rmauk@honeywell.com	NOR	cc.no@honeywell.com
DEU & CHE	acsrmagermany@honeywell.com	POL	automatykadomow@honeywell.com
DNK	cc.dk@honeywell.com	ROU & BGR	ecccomenzi@honeywell.com
ESP	ssc.rmteam@honeywell.com	RUS	cc.ru@honeywell.com
FIN	cc.fi@honeywell.com	SLO	objednavky.bratislava@honeywell.com
FRA, BEL, NLD	ssc.rmteamnl@honeywell.com	SWE	cc.se@Honeywell.com
HUN	hu_ecc_cc@honeywell.com	Baltics	cc.ba@honeywell.com
ITA	rmteamitssc@honeywell.com	CZE	objednavky.home@honeywell.com
For the Intercompany customers of all brands		Centraline all other countries:	Please, contact your customer service team
		ssc.rmteam@honeywell.com	

Once you have received the RMA number, please use the following addresses for shipping your goods (do not ship goods without an RMA number):

UK customers: Honeywell Distribution Centre Pioneer 210, Pioneer Business Park North Road Ellesmere Port CH65 1AQ United Kingdom	Swiss customers: Saia-Burgess Controls AG Route Jo-Siffert 4 1762 Givisiez Switzerland	All other customers: SBC Deutschland GmbH RMA-Abteilung Kuhne-und-Nagel Platz 1 47229 Duisburg Germany
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Contact/invoice address

Company	Surname
Address	First name
Postcode/ city	Telephone
Country	E-mail

Delivery address (only if different)

Company	Postcode/ city
Address	Country

RMA request reason

- A Warranty return for a defective unit** *(Please give production date e.g. 2135 for year 2021 / calendar week 35)*
- B Advanced replacement** *(SBC and Trend only, I have already ordered a replacement unit and would like a credit note)*
- C Incorrect delivery** *(The wrong product was delivered. You will receive a credit note for the incorrect delivery. Please order a new product under Orders)*
- D Other reason**



The Honeywell reference (sales order number, delivery note number or invoice number) must be entered in the "Honeywell reference" field.

**Honeywell
reference**

The RMA cannot be processed without the Honeywell reference number

Technical support case number (if applicable)

Customer PO number

Please provide details on the goods you wish to return

Item	Qty	SKU/Product reference	Serial number	Date code	Original order number	Description of the defect
1						
2						
3						
4						
5						
6						
7						
8						

Additional description of the problem/fault

Symptoms

Environmental conditions / application / remarks

Date

City

Stamp