



6660 E 266th St, Suite 100

Arcadia, IN 46030

Phone: (877) 970-7867 * Fax: (317) 984-7868

Return Goods Authorization

RGA#	
Date Issued:	Date Received:
Authorized By:	Received By:
Replacement sent?	Date to be charged for replacement:

Return Policy:

Pump & Meter Solutions is not responsible for return freight. Please print the RGA number on the outside of the package. No credit will be authorized on the following claims:

- Returns out of warranty (expired or void)
- Returns without proper authorization number
- Special order items

Customer name:
Contact Name:
Address:
City: State: Zip:
Phone:
Fax:
Email:

Return Goods Procedure Directions:

Please complete this form, sign and fax it to Pump & Meter Solutions (317) 984-7868 or email to customerservice@pumpanmeter.com. Upon review and approval, you will be notified via fax, email, or telephone of the appropriate action.

Warranty Evaluation Items - Please place a copy of the Return Goods Authorization (RGA) form (make sure RGA# is on form) in the package with the product. Please clearly mark the RGA on the outside of the package.

Pump & Meter Solutions reserves the right to final approval on all returns. Products returned must be triple rinsed and flushed of all fluids or chemicals and inserted into a sealed bag. If the product is not properly bagged and/or contains any fluid or chemicals, the product will be resealed (without review) and returned at the sender's expense. All hoses, nozzles, clamps and/or fittings must be removed from all products prior to shipping. If the product(s) is returned with hoses, nozzles, clamps and/or fittings attached, they will be disposed of and an EPA disposal fee of \$25.00 will be charged to sender.

Warranty Evaluation:

Items that fall under the warranty period and parameters, will be repaired or replaced and returned to sender at no cost. Non-Warranty items can be disposed of or repaired for a fee at the senders discretion. Pump & Meter Solutions provides an 18-month warranty on repaired and remanufactured equipment. New Dura Products equipment has a 2-year Warranty from the date of manufacture. Misuse or abuse voids the warranties. Please allow 1-3 weeks for evaluation once the item is received.

Please return item(s) with the RGA form included in the box and the RGA number clearly marked on the outside of the box to the address listed below:

Pump & Meter Solutions RGA Dept
6660 E 266th St, Suite 100
Arcadia, IN 46030

Product Description		
Qty	Product #	Reason for Return

Warranty Evaluation use only				
Repair	Replace	Non-War.	Return	Disposal Fee
				\$
				\$
				\$
				\$
				\$
				\$
				\$
				\$
				\$
				\$
				\$
				\$

Customer Comments:

Signature:	RGA Form must be completely filled out and signed by sender. Sender must comply with Pump & Meter Solutions' return policy. Failure to fill out all information may result in Warranty Evaluation denial.
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***Products returned to Pump & Meter Solutions must be triple rinsed and sealed in a leak proof bag with all hoses, nozzles, clamps and/or fittings removed or sender will be subject to a \$25.00 EPA disposal fee**

****RGA# must be clearly marked on the outside of the shipping package**