

6660 E 266th St, Suite 300 Arcadia, IN 46030 Phone: (855) 502-3872 Fax: (317) 984-7868

Customer name: Address: City: State: Zip: Phone: Fax: Email: Distributor name: Distributor Location:

Return Goods Procedure Directions:

Please complete this form, sign and fax it to Dura Products (317) 984-7868 or email to customerservice@duraproducts.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.

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. Dura Products provides a 2-year Warranty from the date of manufacture. Misuse or abuse voids the warranty. Please allow 1-3 weeks for evaluation once the item is received.

Return Goods Authorization

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

Return Policy:

Dura Products 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
- Non-Dura Product manufactured items
- Special order items

Dura Products 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.

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:

Dura Products RGA Dept

6660 E 266th St, Suite 300

Arcadia, IN 46030

Product Description				Warranty Evaluation use only					
Qty	Product #	Reason for Return		Repair	Replace	Non-War.	Return	Disposal Fee	
								\$	
								\$	
								\$	
								\$	
								\$	
								\$	
								\$	
								\$	
								\$	
								\$	
Custo	omer Comments:		•						
			RGA Form must b	oe completely	filled out and	signed by send	ler. Sender m	ust comply with	
Signature:			Dura Products' return policy. Failure to fill out all information may result in Warranty						
		Evaluation denia	Evaluation denial.						

*Products returned to Dura Products 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