



2YR SERVICE PLAN GUIDE

INDUSTRY LEADER OF HIGHEST OUTPUT PUMPS UP TO 15 GPM

GET YOUR "RETURN GOODS AUTHORIZATION" NUMBER

You MUST obtain an RGA number before sending in your return. ALL 2 Year Service Return items MUST be sent with an RGA number and be separate from repair items!

Call 855-502-3872 for RGA approval and to obtain your RGA number. All 2 Year Service Return items received MUST have an RGA number associated with it. If an RGA number can not be found with each item when received, it may not be repaired or replaced.

PREPARE ITEMS FOR RETURN

- 1) Detach all hoses and nozzles. Drain and flush all pumps/units/meters of all liquids as best as you can.
- 2) Each item MUST be placed in a tied garbage bag before being placed into shipping container.
- 3) DO NOT send hoses and nozzles in with pumps for repair.
- 4) Print the Repair Form attached to this email or download it from our website at:
http://www.duraproducts.com/images/DP_Repair_Form.doc
- 5) Fill in your information and attach it to the tanks, pallets or boxes you will be sending the equipment in.
- 6) Please use the shipping label attached to this email or download it from our website at:
http://www.duraproducts.com/images/DP_RGA_Shipping_Label.pdf
Be sure your RGA number is included your return label and print two copies: One to be placed INSIDE the shipping container and the second to be attached to the OUTSIDE of the shipping container.
- 7) Customer is responsible for all shipping costs.



REPAIR FORM



RGA SHIPPING LABEL

PACKAGING & SHIPPING

7 OR MORE: FREIGHT CARRIER

With this quantity of pumps/units/meters, it is more economical to use a freight carrier. We recommend cutting the top off an old cage tank and place pumps inside (this is the easiest way). A pallet can be used if securely shrink wrapped together.

We suggest using R&L Carrier 1-800-543-5589



CONTAINER SHIPPING



PALLET SHIPPING

(Items must be in garbage bags and the pallet shrink wrapped).

6 OR LESS: PARCEL COURIER

Each pump/unit/meter needs to be wrapped in a garbage bag and zip tied before being put in a shipping container of any kind.

We suggest using UPS 1-800-742-5877 or FedEx 1-800-463-3339

SEND ITEMS TO:

Dura Products, Inc.
6660 E 266th Street, Suite 300
Arcadia, IN 46030

Customer is responsible for all shipping costs.

REVIEW & RETURN PROCESS

- 1) Once our shop receives your shipment, it will be logged in and you will get a receipt confirmation.
- 2) All equipment is flushed and cleaned, repaired, repainted and labeled.
- 3) After all work is complete, repaired equipment will be packaged and shipped back to you in the cage tank, pallet or box that it was sent in.
- 4) You will be notified of costs and/or if your service requires non-covered repairs.



REPAIRED ITEMS READY TO BE RETURNED TO CUSTOMER

Call 855-502-3872 Today!

6660 E. 266th Street, Suite 300, Arcadia, IN 46030 • www.DuraProducts.com

