



2 YEAR MAINTENANCE PROGRAM

MAINTENANCE RETURN GOODS AUTHORIZATION FORM

MAINTENANCE POLICY

All new equipment manufactured by Dura Products is covered by a maintenance program within 2 years of the date of manufacture. Eligible equipment must be shipped in between July 1st and December 31st to take advantage of the program.

FOR MAINTENANCE CONSIDERATION AND EVALUATION

Please follow these steps:

- Call (317) 984-4003 or email customerservice@duraproducts.com to request a Maintenance Return Goods Authorization (MRGA) number.
- Complete this form ensuring all contact details and return address are correct and sign.

PREPARE ITEMS FOR SHIPPING TO DURA PRODUCTS

- 1) Dura Products is not responsible for any shipping costs. **ALL shipping cost and liability are the customer's responsibility.**
- 2) DO NOT send hoses, nozzles, clamps and fittings.
- 3) Triple rinse and drain equipment of all liquids.
- 4) Place equipment in a sealed waterproof bag before placing into box.
- 5) Place a copy of the signed MRGA form inside the box
- 6) Mark MRGA# on the outside of box.

SHIP TO
Dura Products
Maintenance Department
504 Demoss Avenue
Arcadia, Indiana 46030

Important Safety Notice

- Please make sure all pumps, meters, and other equipment are completely drained of all liquids before returning them to us. **We reserve the right to return the product to the sender at their expense and invoice for all associated shipping and handling costs.** To ensure safe processing, all returned equipment must be thoroughly drained, flushed, and cleaned prior to shipment otherwise it will be considered a safety hazard.

Customer Contact Information		
Customer Name:		
Address		
City	State	Zip
Phone	Contact Name	
Email	Distributor Name/City	

MRGA#
Date Issued
Date Received
Received By
Authorized By

Product for Maintenance Evaluation			Not pumping	Leaking	Mfg Defect or Failure	Electrical Failure or Moisture Ingress	Other
Qty	Product Number	Customer Notes					
Customer Signature						Date	

Once the evaluation is complete, the customer will be contacted by Dura Products with the results. If any part falls under the warranty period and parameters, it will be repaired or replaced and returned to the customer. If the part does not fall under the warranty, the part will be replaced and billed to the customer. There will be no labor costs. Customer is responsible for all shipping costs and liability. Please allow 2-4 weeks for evaluation once the equipment is received.