



RETURNED GOODS AUTHORIZATION FORM

DURA WARRANTY EVALUATION GUIDE AND REMAN EXCHANGE PROGRAM

WARRANTY EVALUATION POLICY

DURA PRODUCTS, INC warrants its manufactured goods will be free from defects of material and workmanship for a period of 24 months from the date of invoice or sales receipt, but in no event more than 30 months from date of manufacture. Misuse or abuse voids the warranty.

REMAN EXCHANGE PROGRAM

Dura Products provides a remanufactured goods exchange program for equipment outside of the Dura Products Warranty Period. Used equipment may be exchanged for identical remanufactured equipment at approximately 60% of the cost of purchasing new equipment. Please note that **ONLY DURA PRODUCTS Pumps and Meters** are eligible for the program. All reman equipment will receive a 12 month warranty.

PREPARE ITEMS FOR SHIPPING TO DURA PRODUCTS

- 1) Dura Products is not responsible for shipping costs. Inbound shipping cost and liability are the customers responsibility.
- 2) **DO NOT** send hoses, nozzles, clamps and fittings.
- 3) **DO NOT SEND ATTACHMENTS such as Easy Caddy Frames, etc.**
- 4) Triple rinse and drain equipment of all liquids.
- 5) Place equipment in a sealed waterproof bag before placing into box.
- 6) Place a copy of the signed RGA form inside the box.
- 7) Mark RGA# on the outside of box.
- 8) **DO NOT SEND** Non-Dura products Equipment

SHIP TO

Dura Products Warranty Department
PO Box 380
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:		

RGA#
Date Issued:
Replacement Sent?
Invoice to be credited if falls under warranty:
Authorized By:

Product for Warranty 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 the equipment falls under the warranty period and parameters, it will be replaced with new (if less than 12 months from the date of manufacture) or remanufactured (if 12-24 months from date of manufacture) equipment and returned at no cost to the customer. If the equipment does not fall under the warranty period and parameters, the customer will be provided with an estimate to purchase remanufactured equipment at approximately 60% of the cost of new. All replacement equipment (new or reman) will receive a 12 month warranty. Please allow 2-4 weeks for evaluation once the equipment is received.