



**DURA PRODUCTS**  
Technology with Lasting Value

# WARRANTY EVALUATION GUIDE

## RETURN GOODS AUTHORIZATION FORM

### WARRANTY EVALUATION POLICY

All new Dura Products equipment is covered by a two year warranty from the date of manufacture. Dura Products warrants that the equipment shall be free from defects in material and workmanship. Misuse or abuse voids the warranty. Dura Products reserves the right to final approval on all returns.

### FOR WARRANTY CONSIDERATION AND EVALUATION

**Please follow these steps:**

- Call (855) 502-3872 or email [customerservice@duraproducts.com](mailto:customerservice@duraproducts.com) to request a Return Goods Authorization (RGA) 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 shipping costs.  
**Inbound shipping cost and liability are the customers responsibility.**
- 2) DO NOT send hoses, nozzles, clamps and fittings.  
A \$25 per pump EPA disposal fee will be charged.
- 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 RGA form inside the box
- 6) Mark RGA# on the outside of box.

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

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

<b>RGA#</b>
Date Issued
Replacement Sent?
Date to be charged for replacement if not yet received
Authorized By

<b>Product for Warranty Evaluation</b>			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 repaired or replaced and returned at no cost to the customer. If the equipment does not fall under the warranty period and parameters, the customer will be contacted to discuss options for repair or disposal. Please allow 2-4 weeks for evaluation once the equipment is received.