



# WARRANTY EVALUATION GUIDE

INDUSTRY LEADER OF HIGHEST OUTPUT PUMPS UP TO 15 GPM

## UNDER WARRANTY

VS.

## NOT UNDER WARRANTY

- Pump is no longer pumping.
- Pump is leaking.\*
- Workmanship defects or failures.
- Meter electrical failure or moisture ingress.

*\*Provided chemical compatibility has been met.*

- Broken meters or displays.
- Cracked or broken housings.
- Cartridge or seal failure due to chemical incompatibility.
- Misuse or abuse.

## GET YOUR "RETURN GOODS AUTHORIZATION" NUMBER

**You MUST obtain an RGA number before sending in your product for evaluation. ALL warranty evaluation 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 warranty items received MUST have an RGA number associated with it. If an RGA number can not be found with your warranty 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) 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](http://www.duraproducts.com/images/DP_RGA_Shipping_Label.pdf)  
**Be sure your RGA number is included on 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.
- 5) Customer is responsible for all shipping costs.



RGA SHIPPING LABEL

## PACKAGING & SHIPPING

Each warranty item 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

*Customer is responsible for all shipping costs.*

### SEND WARRANTY ITEMS TO:

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

## REVIEW & RETURN PROCESS

- 1) Once received, your warranty items will be reviewed within 10 days and processed within 4 weeks.
- 2) Repaired or replacement items will be packaged and shipped back to you in the cage tank, pallet or box that warranty items were sent in.

**Call 855-502-3872 Today!**

6660 E. 266th Street, Suite 300, Arcadia, IN 46030 • [www.DuraProducts.com](http://www.DuraProducts.com)

