



INDUSTRIAL & SCIENTIFIC SOLUTIONS

# Return Material Authorization (RMA)

**Complete this form and fax or email to FluidX. This form, with assigned RMA #, must be included with the shipment. Equipment is to be sent in freight prepaid. FluidX will not be responsible for shipping costs.**

RMA # \_\_\_\_\_ (as assigned by FluidX)      FluidX Contact: \_\_\_\_\_  
Date: \_\_\_\_\_      Customer PO # \_\_\_\_\_ (if applicable)

### CUSTOMER INFORMATION

Billing	Shipping	<input type="checkbox"/> Same as Billing
Company Name	Company Name	
Address	Address	
City, State, Zip	City, State, Zip	
Contact Name	Contact Name	
Phone	Phone	
Fax	Fax	
Email	Email	

### PRODUCT DESCRIPTION (For pumps, indicate oil type)

Model	Serial No.	Pump Voltage (required)	Description / Symptoms / Problems / Oil-Type Used

**NOTE: Pumps must be drained of all fluids prior to sending in for service. A \$25 disposal fee applies to pumps received with oil.**

### PURPOSE OF PRODUCT RETURN (SELECT ALL THAT APPLY)

- Repair/Service (NOTE: A \$90 evaluation/inspection fee applies for products not repaired.)
- Evaluate, test and call before proceeding.
- Teardown, inspect and call with price quote before proceeding.
- Proceed with repair. Price not to exceed: \$

Return for  Exchange  Credit  Refund  Warranty Evaluation

**Your RMA# is valid for 30 days. The repair estimate is good for 90 days.**

**If no action is taken within 90 days the unit will become the property of FLUIDX and will be scrapped.**

Return shipment by: \_\_\_\_\_  PP&Add  Collect  Reg  2 Day  Overnight

Shipping account # or other comments: \_\_\_\_\_

### HAZARDOUS MATERIALS DECLARATION

**List all chemicals or gases that have been in contact with the equipment.**

In compliance with Federal OSHA Safety Standard 1910-1200, Hazard Communications "Right to Know", FluidX Equipment requires this section to be completed to preclude potential health risks to personnel that can occur when receiving, disassembling, or servicing potentially contaminated equipment. **FluidX cannot accept any biological hazards, radioactive material, organic metals or mercury-contaminated equipment.**

**Customer Signature Required:**

### RECEIVING INSPECTION

To be completed by FluidX Personnel	
Item Inspection/Date	<input type="checkbox"/> As Listed Above <input type="checkbox"/> Additional Items – Describe:
Damage	<input type="checkbox"/> No Damage <input type="checkbox"/> Product Damaged – Describe:
Shipping Container(s)	<input type="checkbox"/> Discard <input type="checkbox"/> Save (mark containers with RMA #) – Describe:
Other Comments	Supplier/Vendor RMA #