

RICHARDS INDUSTRIALS

Jordan-Steriflow-Low Flow-Marwin-Hex-Bestobell
3170 Wasson Road, Cincinnati, OHIO 45209

FIR-FACTORY INSPECTION REPORT FORM

Phone: 1-800-543-7311 email: fir@richardsind.com

\$200 Inspection Fee applies to Non-Warranty repairs that are evaluated only and not repaired.

Sold to/Buyer:
Billing address _____

Product Ship to
Address: _____

Contact Name: _____

Email: _____

Tel: _____

Qty	<u>SERIAL # or Orig. Order # or PO#</u>	<u>ITEM & REASON FOR RETURN/REPAIR</u> Return _____ Warranty _____ Out of Warranty _____ Returned items Un-used Only. Restock charges will apply.	<u>Return Ship Via:</u>

PROCESS DATA: Media _____ Flowrate _____ P1 _____ P2 _____ Temp _____ Install Date _____

Additional Process Information

All valves put in service must be cleaned prior to return. Consignor assumes all liability resulting from injury to persons and/or property due to hazardous or toxic substances contained in materials or equipment returned to Richards Industrials. Customer runs risk of having valve returned without evaluation if not properly cleaned.

CERTIFICATION OF DECONTAMINATION (Required for all returns/repairs or subject to return)

I certify that the material being returned to Richards Industrials has been:

- Not exposed to media (other than clean air, water or steam) Never Installed
- Exposed to and has been decontaminated (Attach Material Safety Data Sheets to the outside of package)

Unless otherwise specified by Richards Industrials, any media inside product must be flushed out completely, including any media trapped in areas such as behind seats, around the ball (Marwin), above damaged diaphragm (Jordan), etc.... Removal of this trapped media may require partial stroking of the valve, removal of housing or other measures. Please refer to product installation and maintenance manual for specific details.

(Signature) _____ (Company) _____ (Date) _____

RGA CONDITIONS:

Please Note: (failure to comply will result in refusal of shipment or return at shipper's expense)

1. All Packages must have approved RGA# clearly marked on the outside of box w RGA form and Media MSDS sheet attached on the outside. Ship back to the address listed above.
2. Customers must return goods in proper packaging to avoid damage. Richards is not responsible for damage caused during transit back to factory.
3. Returns must be in "as-shipped" condition. Credit given will be 25% of the buyer's invoiced price within 6 months of purchase.
4. The RGA# is valid for 60 days (North America) or 90 days (International) and subject to cancellation.
5. Items held for more than 30 days from repair quote date, waiting for customer approval or instructions, are subject to return / disposal.
6. Unable to credit for Thermal Systems, Electrical items, or special materials ordered incorrectly.
7. Valves for Repair Evaluation will be disassembled. If customer opts to return without repair, valve will be returned unassembled.
8. Product returned for credit with restock fees are credited against original invoice supplied after shipment.
9. Charges may apply to repairing Warranty requests when claim is found to not be within the Warranty scope.
10. Customer shall be subjected to freight charges when a warranty claim is not substantiated. Warranty repairs are sent UPS GROUND only at no charge.
11. Richards Industrials reserves the right to refuse returns for credit when not an RI issue.