

RMA REQUEST FORM INSTRUCTIONS

February 2006 – Revision B

McMillan Corporate Headquarters:

Post Office Box 1340
Georgetown, TX 78627-1340
United States of America

Toll-Free: 800.861.0231
Direct: 512.863.0231
Fax: 512.863.0671

<http://www.mcmflow.com>
sales@mcmflow.com

Any return of products to McMillan must be authorized. Any goods shipped to McMillan without a Return Materials Authorization (RMA) reference number will not be accepted by our shipping department. To request a return please fill out the following form **completely**. Omission of information may lead to refusal of your RMA request. Only one product may be returned per RMA number assigned. A separate form is required for **each** unit to be returned.

When the form(s) are complete, please fax them to (512) 863-0671. You will be contacted within 1 business day and assigned an RMA number.

Please mark your assigned RMA number(s) clearly on the outside of the box. Failure to do so may result in the box being rejected at our dock. The shipping address for returns is:

McMillan Co
Service Department – RMA # XXXXXX
7075 RR 2338
Georgetown, TX 78628
U.S.A.

All packages should be shipped prepaid. Collect shipments will not be accepted. International shipments must be shipped Delivered Duty Paid (DDP) to the above address unless otherwise advised.

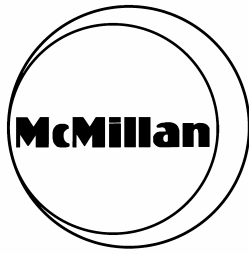
All returns must be returned in strict compliance with McMillan's Return for Service Policy as may be in effect from time to time. A written copy of this is available to customers upon request.

Any products being returned **must** be thoroughly cleaned and decontaminated of all foreign substances, including any cleaning media, prior to return shipment. This requirement applies to the product interior (all wetted parts), exterior, electronics, cable, and any part that may have been exposed to process fluids or cleaning media. Packaging and then shipping products that have not been decontaminated may cause a violation of U.S. Department of Transportation (DOT) regulations, along with other applicable international laws. Make sure to provide a MSDS form for **each** fluid the product was exposed to.

Any RMA requesting credit must also be accompanied by a Return for Credit (RFC) Request Form. A copy of this is available upon request. No RMA's requesting credit will be accepted unless this form has been submitted and approved by McMillan prior to the return of the products.

McMillan will charge a \$50 service charge on any products returned for service, re-calibration, or maintenance that are no longer covered by the original limited warranty. This amount will be credited towards any type of service that may be performed.

FAX THE COMPLETED FORM TO: +1 512.863.0671



RMA REQUEST FORM
 Fax Back to (512) 863-0671

FORM MUST BE FILLED OUT COMPLETELY

Organization:		Product:	
Contact Name:		Serial No:	
Contact Phone:		Original Ship Date:	
Contact Fax:		PO #:	
Contact Email:		Failure Date:	
EXPEDITE SERVICE REQUESTED (add'l charges apply):			Initial:
Billing Contact:		Shipping Contact:	
Billing Address:		Shipping Address:	
Reason for Return:			
Complaint/Notes:			
Unit in Original Packaging:			
Used with Hazardous or Corrosive Fluid/Gas:		Fluid/Gas Used:	
Unit Flushed:	Flush Method:		
Is Unit Safe to Handle:		Signature Verifying Safety:	
Typical Application Pressure:		Length of Time in Service:	
Maximum Application Pressure:		Typical Application Flow Range:	
Failed at Output:		Failed at Flow Rate:	
How was failure identified:			
Your Name:	Signature:	Date:	

Your signature above and subsequent product return implies full agreement with McMillan's Return for Service Policy.