

- Grauling Research Inc. (Grauling) will issue a Return Material Authorization number (RMA#) for a product repair or evaluation after the customer accurately completes and returns this form and Grauling approves.
  - **Grauling will not accept a return without a valid RMA # and this completed form.**
- All returns must be properly packaged, RMA# must be clearly printed on the outside of the box.
- **Equipment returned with insufficient packaging will be invoiced at full value in the event of damage. ENCLOSE THIS FORM WITH YOUR RETURN.**
  - Pumps returned for repair must have oil drained (if applicable) and inlet/exhaust ports sealed.
  - All "abandoned & unresolved returned items" will become property of Grauling after 14 days of original RMA # issuance date.
  - **If customer is requesting credit for returned goods.** Customer must return the goods 1) in the condition originally received by customer, 2) be free from any damage, use or modification 3) in the original packaging and 4) with all manuals, accessories provided by Grauling.
  - Grauling relies on the accuracy and completeness of Customer's answers (indicated below or attached to this request) to protect Grauling employees and to comply with applicable laws and to determine whether to issue an RMA# and/ or to accept the goods.

**Customer Information**

Requestor Name: _____	<b>PO#</b> <input type="text"/>
Company Name: _____	<b>Date Requested</b> <input type="text"/>
Address: _____	<b>RMA#</b> <input type="text"/>
_____	<b>SO#</b> <input type="text"/>
_____	
Telephone: _____	
Email Address: _____	

**\*All information must be complete for RMA approval.**

#	Product Description	Manufacturer Part # & Serial #	Qty	Problem/ Reason for Return (Please be specific)

**Health & Safety Representations**

Has the returned product ever been exposed to, contained in or been used with toxic, hazardous or dangerous chemicals/materials?

Yes  No  Define chemicals/ materials: \_\_\_\_\_

Used in a semiconductor or Copper process?

Yes  No

Used in a photovoltaic process?

Yes  No

If any answer above under Health & Safety Representations then continue with the Additional Safety Information.

**Additional Safety Information**

Please indicate what the chemicals/materials exposed to the goods being returned.

- |   |  |
|---|--|
| <input type="checkbox"/> Toxic Materials        | <input type="checkbox"/> Corrosive Materials             |
| <input type="checkbox"/> Carcinogenic           | <input type="checkbox"/> Oxidizer                        |
| <input type="checkbox"/> Radioactive            | <input type="checkbox"/> Biological/Infectious Materials |
| <input type="checkbox"/> Flammable/ Combustible | <input type="checkbox"/> Other                           |

**Customer is required to provide complete details of such exposure as additional attached pages. Customer must attach a SDS for each such toxic, hazardous or dangerous chemical and/or material as indicated above. The returned goods must be properly cleaned, decontaminated and made safe to handle before they are returned to Grauling.**

**Customer Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

The above signed customer certifies to Grauling that all information provided in or with this request is true and complete and all returned goods have been properly and completely cleaned, decontaminated and made safe to handle. The undersigned customer hereby accepts full responsibility for, and agrees that customer will indemnify, defend and hold harmless Grauling and its employees, agents and all other persons from and against, any harm, injury, loss or expense arising from or out of the condition of the returned goods or an inaccuracy, incompleteness or misrepresentation by Customer in this Request.