

RETURN GOODS AUTHORIZATION (RGA) PROCEDURE

This guideline is designed to assist you in understanding the procedure to follow whenever it may be necessary to return an item for warranty consideration, service repairs, or refurbishing.

ITEM RETURN PROCEDURE

When an item is returned, it is essential that an RGA number be obtained from Hydro Engineering, Inc., before the item is returned! This may be done by calling the Parts or Service department at 1-800-247-8424 and requesting an RGA number. You may be asked to provide information about the item(s) being returned. If you are returning items for warranty evaluation please have the model and serial number, or the invoice number associated with the original product purchase available.

A copy of the RGA will be faxed or mailed to you.

The item(s) must be packaged carefully along with any necessary documentation. When you obtain the RGA number you may be asked to over pack: copies of your original invoice, a copy of the RGA document, repair or service instructions, or copies of the freight bill and freight damage claim documents.

The RGA number must be clearly marked on the exterior of each package to promote proper routing and processing of your RGA.

All RGA return packages must be returned shipping & handling costs prepaid.

Item(s) received for warranty consideration will be evaluated and will either be repaired or replaced at the option of Hydro Engineering, Inc.

You will be notified regarding the items within five (5) business days of receipt of the product unless further information is needed from you to process the evaluation.

NOTE: RGA's shipped by next day air will be expedited through the warranty evaluation process.

If warranty is denied, you will be given a written explanation for the warranty denial, along with an estimate of the parts and labor costs necessary to effect repairs for your approval.

If warranty is denied parts may be returned, repaired, or scrapped, at your option. Any item(s) held longer than 30 days without arrangements will be scrapped.

NOTE: Warranted items are returned to you freight prepaid via the same service they were sent. You will be responsible for all return shipping & handling costs for an item denied warranty repair that you want returned.

REPLACEMENT PARTS ORDERS

If replacement items are needed immediately for parts submitted for warranty consideration, an invoice will be generated for those item(s). This invoice is due and payable per the normal terms of the invoice.

NOTE: It is important to note that new replacement parts and shipping costs are due in full whether warranty is approved or denied!



Hydro Engineering Inc.

865 W. 2600 S. • Salt Lake City, UT 84119
(801) 972-1181 • (800) 247-8424