

Mid-West[®] Instrument

RGAs REQUEST FORM

This is not a return authorization

6500 Dobry Dr., Sterling Heights, MI 48314 U.S.A. Tel: 586-254-6500 www.midwestinstrument.com

Please complete this form and then email it to sales@midwestinstrument.com. We will issue an RGA number with instructions to return your gauge to our factory.

Company Returning Gauge to MWI

Company: _____

Contact: _____

Address: _____

City, ST, Zip: _____

Country: _____

Phone: _____

Email: _____

MWI to Ship Repaired Gauge to:

Company: _____

Contact: _____

Address: _____

City, ST, Zip: _____

Country: _____

Phone: _____

Email: _____

Product Information:

Model # _____ Serial #: _____

Sales Order #: _____ Today's Date: _____

Process fluid used with this gauge: _____

Provide detailed description of issue with this gauge: (Attach additional pages and pictures if needed.)

Warning! For the safety of our employees, all products returned to MWI must be empty of process fluids. Any items that have process fluids may be refused and returned at the customers expense.

Mid-West[®] Instrument

Return Goods Authorization (RGA) Policy

Product returned to Mid-West Instrument for any reason must have a Mid-West issued Return Goods Authorization (RGA) number. Warranty returns may require proof of purchase (invoice number and date).

- An RGA is valid for **30 days** from issuance and product must arrive at Mid-West within that validity period.
- All product must be shipped **freight prepaid**.
- All items returned to Mid-West must be properly packaged to prevent shipping damage.
- **Any claims for shipment damage are the responsibility of the customer.**
- The RGA number must be clearly visible on the outside of the package. A packing list must be included clearly showing the RGA number, part number, quantity, and reason for return.

Mid-West instrument cannot be held responsible for any product returned without an RGA number. Any products arriving at our factory without an RGA number may be refused and returned at the customer's expense.

An RGA number is issued in good faith based upon customer's representation of the product quantity, condition, age and reason for return. All returned product will be inspected by Mid-West Instrument. If the product is found to be other than that originally represented, the shipment will be returned at the customer's expense.

I. Repairs

There is a \$75.00 inspection fee for Mid-West to diagnose returned product. After inspection, Mid-West will notify customer with results of the inspection along with costs for repair within 5 business days.

Customer has 30 days to accept or deny the repair. If customer does not respond, product will be returned to customer unrepaired, at customer's expense, and assessed the \$75.00 inspection fee.

II. Warranty Returns

Product under warranty must have an RGA number and be returned to Mid-West freight prepaid. If the product is determined to be covered under warranty, the product will be repaired, replaced or a credit will be issued at Mid-West's option under Mid-West's warranty terms. The product will be returned freight prepaid to the customer.

III. Incorrect Shipments & Product Received

For short shipments or incorrectly supplied product, discrepancies must be reported **within 15 days of receipt**. For short shipments, a debit memo should be issued to Mid-West. Mid-West will then issue a credit memo, ship the missing product freight prepaid, and issue an invoice.

For incorrectly supplied product, all returns require an RGA number and must be returned freight prepaid. A debit memo should be issued to Mid-West for the freight. If the product is determined to have been returned for cause, Mid-West will issue a credit for the product and the prepaid return freight. If a replacement is required, Mid-West will ship freight prepaid and invoice for the new product.

IV. General Terms for Credit Returns

Product requested to be returned for exchange or credit will only be considered if the product is unused, current standard catalog stock of latest design, and the product is in saleable condition.

Mid-West reserves the right to reject any return request. If accepted, the return will be under the terms specified herein.

Exclusions - The following unused products are not returnable:

1. **Pressure gauges with custom dials or other non-standard modifications**
2. **Gauges or transmitters attached to diaphragm seals.**
3. **Obsolete products.**
4. **Custom or special-order pressure transmitters and transducers.**

A. Incorrectly Ordered Product Returned for Credit

Approved product returned for credit requires an RGA number and must be returned freight prepaid within 30 days of purchase. Proof of purchase (copy of invoice) is required.

B. Credit Memos

Where required, Mid-West will issue a credit memo for the returned or exchanged product less any applicable restocking or removal charges.

The credit memo will be issued only after receipt and inspection of product.

DEDUCTIONS FROM PAYMENTS SHOULD NOT BE MADE UNTIL A CREDIT MEMO FROM MID-WEST HAS BEEN RECEIVED.

V. Restocking Charges

Product returns are allowed as defined in section IV General Terms for Credit Returns. All returns will be subject to a 50% re-stocking fee. If there is an offsetting order, then the restocking fee is reduced to 35% of the original order.

Note: Our products are built to order and tailored to fit customer requirements. Returned products are disassembled, usable components are returned to inventory, and custom or consumable components are disposed of.

VI. Safety & Handling Requirements

For the safety of our employees, all products returned to MWI must be empty of process fluids. Any items that have process fluids may be refused and returned at the customers expense.