



901 9th Street • Scranton, IA 51462

PH (712) 652-3424 / (866) 646-6724 • FX (712) 652-3388 / (800) 952-7101

RETURN INSTRUCTIONS:

Please **DO NOT** send the entire Flow Center(s) back for warranty!
We will only accept one of the following:

- **Pump(s) - Return Problem Pump(s) ONLY** – remove pump(s) from Flow Center and return for testing.
- **Flow Center(s) - Return Canister ONLY** – remove all pumps from the unit before shipping canister back to B&D Mfg, Inc in order for it to be tested. These are not a “CREDIT” item. If a flow center is a warranty issue, it will either be repaired or a new canister-only (not the pumps) will be sent out in replacement.

Please return item(s) to B&D Mfg, Inc within 30 days of RMA issue date with a copy of the following RMA form once you've been issued an RMA number.

*****RMA number must be written on the outside of the box or it may be refused.*****

Fabricated fittings and pipe are non-returnable items and subject to refusal.

Items returned to stock will be evaluated for resale condition. Returns will be charged a \$25 processing fee, plus a restock fee of 25%.

Credit will only be issued after item(s) have been returned, inspected & determined to be warranty. Fusion irons may be repaired & returned to distributor, please do not send extra parts with the iron (ex. fusion faces).

If a flow center is found to have a non-manufacturer related problem, the distributor will be charged for the repairs. If the repairs are cancelled, there will be a \$25 cancellation fee.

If fusion equipment is returned and is found to have a non-manufacturer related problem, the distributor will be charged for the repairs. If the repairs are cancelled, there could be a cancellation fee of \$30 or more depending on the size of equipment.

B&D Mfg, Inc **does not** cover any shipping costs or labor incurred on warranty items.

If product was damaged/lost in shipping by the freight company: In order to file a claim you must be the one paying the bill. If B&D Mfg, Inc shipped your order pre-paid you must contact us within 14 days of shipment so that we may file a claim in order to get credit on product.

If you have any questions or concerns, please call a technician at B&D Mfg, Inc before shipping item(s) back.

RETURN MERCHANDISE AUTHORIZATION

- Warranty form must be completed in full before an RMA number will be issued for the return of item(s).
- Please return item(s) to B&D Mfg, Inc within 30 days of RMA issue date with a copy of this form. RMA number must be on the outside of the box or it may be refused by our receiving department.
- Items returned to stock will be evaluated for resale condition and subject to a \$25 Processing Fee, plus a Restock Fee of 25%. Fabricated items and pipe are non-returnable and subject to refusal.
- Credit will only be issued after item(s) have been returned, inspected & determined to be warranty. Fusion equipment may be repaired & returned to the distributor.
- Flow Centers are not a credited item. If a flow center has a warranty issue, it will either be repaired or a new canister-only will be sent out in replacement.

Date: _____ **Contact:** _____

Company: _____

PH: _____

FAX: _____

EMAIL: _____

Item(s) Being Returned: Item ID # _____

Description: _____

Requesting: CREDIT REPLACEMENT REPAIR

If replacement is already purchased: PO #: _____

Reason for Return: _____

Please fill out if returning a flow center, pump or fusion iron:

FLOW CENTER: Model # _____ Serial # _____

Type of Antifreeze: _____

PUMP: Serial # _____ 4-Digit PC Code: _____

Pump(s) Installed On: Flow Center Other:

FUSION IRON: Model # _____ Serial # _____

Fax back to (800) 952-7101 or (712) 652-3388.

Any questions, please call (866) 646-6724 or (712) 652-3424.

Thank You, Warranty Department

FOR INTERNAL USE ONLY

RMA #	Issued By:
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There is a \$25 Processing Fee, plus a 25% Restock Fee.