

## CUSTOMER RETURN GOODS AUTHORIZATION (RGA) PROCEDURE

Please follow this process when an item is returned for credit, warranty consideration, service repairs, or refurbishing.

No merchandise is to be returned for credit without prior written approval via RGA and is subject to a RESTOCKING CHARGE of 19%.

### ITEM RETURN PROCEDURE

1. Contact the Hydro Engineering, Inc. (HEI) Parts or Service Department to obtain an RGA authorization number. Please be prepared to provide an invoice number or the serial number of the equipment.
2. A Return Authorization Document outlining our understanding of your instructions to us will be sent to you promptly by mail, fax, or email.
3. Please package the items to be returned carefully.
4. The RGA number should be written legibly on the exterior of the return packaging to expedite handling your return.
5. Ship the product freight prepaid to HEI.
6. Item(s) received for warranty consideration will be evaluated and will either be repaired, replaced, or a credit issued. Upon receipt of items this process may take up to one week. If warranty is denied, you will be given a written explanation of the decision, along with a repair estimate. Your authorization will be required before any repairs are made.
7. All parts received by HEI and not covered by warranty may be returned, repaired, or discarded, at your option. Any item(s) held longer than 30 days after HEI's request for customer's disposition directions will be discarded as scrap.
8. **NOTE:** Warranted items are returned to you freight prepaid via ground service. You will be responsible for all return shipping & handling costs for item(s) denied warranty repair that you want returned.

**NOTE:** RGAs are valid for 45 days, if your parts are not returned to HEI within the 45 day period the RGA will be closed.

### 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 established customer terms.

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