



**INDUSTRIES LIMITED**

**Return Good Authorization (RGA) Request Form**

**Original SO #** \_\_\_\_\_ **Date of RGA Request** \_\_\_\_\_

**Original PO #** \_\_\_\_\_

**Rep Firm** \_\_\_\_\_

**Distributor** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Product Model:** \_\_\_\_\_

**Product Serial # (Mandatory):** \_\_\_\_\_

**Reason for Return (Please provide complete details):** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Requirements for Return Goods:**

1. Fill in form completely with required information. Make sure that "Reason for Return" is as detailed as possible. RGA number will not be issued if information is incomplete.
2. Fax the completed form to the below fax number to obtain an RGA#.
3. **Customer is responsible for FREIGHT**, unless otherwise specified.
4. RGA number must be clearly marked on ALL packages returned.
5. Returned products must be complete as sold and not missing any parts or accessories.
6. Returned products will be inspected and/or tested to confirm that they are either defective within the terms of the warranty or suitable for restocking.
7. Axiom Industries will charge a \$100 service fee for items returned under warranty that are found to be not defective. A copy of the test and inspection report is available upon request.
8. Defective products will be repaired or replaced at the discretion of Axiom Industries Ltd.
9. Credit will be issued for eligible items returned for restocking. Credit amount will be the original purchase price less a 25% restocking charge.



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**Warranty Statement**

AXIOM Solution Feeders are warranted to be free of defects in material and workmanship under normal use, for a period of one (1) year from the date of manufacture, or one (1) year of use, with proof of purchase. This limited warranty will not exceed two (2) years, in any event.

The limited warranty will not apply to pumps that were improperly installed, misapplied, or incompatible with fluids or components not manufactured by AXIOM. Pump failure due to foreign debris is not covered under the terms of this limited warranty. AXIOM will not warrant any pump, which is damaged or modified outside the AXIOM factory.

Returns are to be shipped postage prepaid to AXIOM Industries. AXIOM shall not be liable for freight damage incurred during shipping, package returns carefully.

AXIOM's obligation under this warranty policy is limited to the repair or replacement of the pump/product. All returns will be tested per AXIOM factory criteria. Products found not defective (under the terms of this limited warranty) are subject to charges paid by the returnee for the testing and packaging of "tested good" non-warranty returns.

No credit or labor allowances will be given for pumps or products returned as defective. Warranty replacements will be shipped on a freight allowed basis. AXIOM reserves the right to choose the method of transportation.

This limited warranty is in lieu of all other warranties, expressed or implied, and no other person is authorized to give any other warranty or assume obligation or liability on AXIOM's behalf. AXIOM shall not be liable for any labor, damage or other expense, nor shall AXIOM be liable for any indirect, incidental or consequential damages of any kind incurred by the reason of the use of sale of any defective product or part. This limited warranty covers products distributed within Canada and the USA. Other world market areas should consult with the distributor for any deviation from this document.