



WARRANTY/RETURNED GOODS

WARRANTY CLAIMS FOR SPECIAL ORDER PARTS (RGA REQUEST FORM) *NOT HEAT EXCHANGERS*****

Request for RGA must include:

- Sterling part number
- Purchase order number for replacement part
- Model # and Serial # of Sterling unit
- Description of failure

A completed RGA request must be submitted including the above information. An RGA will be issued for each special order part return referencing the purchase order for the replacement part. When part is returned and inspected, credit will be issued against the replacement part invoice.

**PLEASE REMEMBER THAT FREIGHT CHARGES ARE NOT
COVERED UNDER OUR WARRANTY**



RG A REQUEST

Name			Date	
Company			Mestek Order #	
Address			Mestek Invoice#	
City			P.O.#	
State		Zip	Customer #	
Telephone			Rep Name	
Fax			Rep #	

Qty.	Part Number	Description	Unit Model	Serial #

REASON FOR RETURN (Describe nature of defect or failure)

FAX 413-562-5311

below for internal office use only

Invoicing Error/Reason Code		Return RGA to	
Credit Due Customer		Restocking Charge%	
Freight		Correspondent	
Commission Debit Amt		Material Deposition	

Request Denied	Request Approved
Reason	Authorization Number <div style="border: 1px solid black; width: 150px; height: 40px; margin-left: 20px;"></div>