



WARRANTY/RETURNED GOODS

WARRANTY CLAIMS FOR STOCK PARTS

(BATCH RGA REQUEST FORM)

*****NOT HEAT EXCHANGERS*****

Request for RGA must include:

- Sterling Part Number
- Unit model number
- Serial Number
- Description of failure

All warranty claims are to be consolidated weekly and submitted on one form tagged with a debit memo number. Attached to each weekly summary must be copies of distributor's claim form that includes the above information. Claims will be reviewed and each will be either approved or denied. One RGA will be issued for all items approved for return on one debit memo. A list of those denied will be returned to the distributor and must be removed from the debit memo. These can be reconsidered on a future request if additional information is provided and approved by Sterling. When all material is received and inspected, credit will be issued.

PLEASE REMEMBER THAT FREIGHT CHARGES ARE NOT COVERED UNDER OUR WARRANTY

