

To start the RMA process, please note the following:

1. All RMAs must have an RMA number.
2. The RMA number must be clearly marked on the shipping label. Your shipment

will be refused if the RMA number is not clearly visible on the box and packing slip.

1. **ALL VALVES THAT HAVE BEEN IN LINE OR USED MUST HAVE THE SDS (SAFETY DATA SHEET) FORM RECEIVED BEFORE AN RMA NUMBER WILL BE ISSUED. *ALSO, THE VALVE MUST BE IN THE OPEN POSITION UPON RECEIPT.*** WE MUST RECEIVE A PICTURE OF THE VALVE IN THE OPEN POSITION, AND THE VALVE MUST BE FLUSHED. If you ship a valve that has been in use to us without an RMA number or the SDS form, the valve will be scrapped.
2. **The following must accompany your return:**
	1. **The RMA form**
	2. **The SDS (Safety Data Sheet)- If the valves have been in service.**
	3. **Decontamination Report - If the valves have been in service.**
* **PLEASE NOTE OUR RMA PROCESS WILL NOT BEGIN WITHOUT ALL THREE FORMS ACCOMPANYING THE RETURNED PRODUCT**.
1. Freight charges must be prepaid.
2. If the unit is under warranty and premature failure is due to material failure or workmanship, Flo-Tite/Max-Seal/IVC/IVT will pay ground/freight charges to return the unit to the customer.
3. If you or your customer disassembled the valve or product so that you could do an evaluation, this will VOID the warranty.
4. We will charge a minimum $75 evaluation fee for units not covered under warranty. We reserve the right to charge a higher fee for more complicated issues, such as automated packages requiring extensive testing.
5. If Flo-Tite/Max-Seal/IVC/IVT supplies a new valve for the returned valve and it is determined that the returned valve is not a warranty issue, the customer has now purchased both the new valve and the supplied valve.
6. For non-warranty repairs, if we don’t hear from you within 30 days after Flo-Tite/Max-Seal/IVC/IVT quotes the repair, valves/parts will be shipped back to you on your account.
7. All RMAs will be closed within 30 days unless you have informed us of exceptional circumstances that will cause the RMA to be left open longer.
8. After three months, if we have tried numerous times to contact you concerning an RMA and we still haven’t received a response or a resolution, Flo-Tite/Max-Seal/IVC/IVT will close the RMA, and the valve or parts will be scrapped.