**Return Material Request Form / Information Sheet**

In order to efficiently evaluate your product return, it is important that you provide as much information as possible. Please answer the following questions as accurately and completely as possible. **Please send your completed form to:** [**return@claycon.com**](mailto:return@claycon.com). After you have returned the form to us, you will be contacted within 2 business days with a Return Authorization Number; please do not return your product without that number.

You may be requested to provide additional information such as the MSDS sheets for any chemicals that may have been in contact with your product. You may also be asked to provide photos or a schematic of your application to help us resolve the problems you are experiencing with the products in question.

|  |  |  |  |
| --- | --- | --- | --- |
| Company Name: |  | Date: |  |
| Contact Name: |  | Email: |  |
| Address: |  | Address 2 |  |
| City & State: |  | Zip Code: |  |
| Phone #: |  | Fax #: |  |

**Reason for Return (please check all that apply):**

|  |  |
| --- | --- |
| Warranty Claim: | Non-Warranty Claim: |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Product did not work |  | Credit request (product is good & unused) |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Product shipped was incorrect |  | Repair Material |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Product received damaged |  | Other (explain) |

|  |  |  |
| --- | --- | --- |
|  | Return of demo/evaluation item | Other continued: |

|  |  |  |
| --- | --- | --- |
|  | Other (explain) |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Action you wish to be taken: |  | Credit |  | Repair/Replace |

**Product information:**

|  |  |
| --- | --- |
| Part Number: |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Serial # / Date Code: |  | Batch #: |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Original PO #: |  | SO #/Invoice #: |  |

|  |  |
| --- | --- |
| Quantity: |  |

|  |  |
| --- | --- |
| Detailed Description of Issue: |  |
| (please provide extra pages if more space is needed) |  |

|  |  |
| --- | --- |
| Application information with performance expectations: |  |

|  |  |
| --- | --- |
| Time in service: |  |

|  |  |
| --- | --- |
| Media (if hazardous, provide MSDS): |  |

**CAR Request:**

|  |  |
| --- | --- |
| Do you require a CAR response? |  |

If you do not request a CAR at time of RMA submission, we will have to review your request, and you may not be granted one later.

Return Materials Policy

**Return Material Authorization (RMA):** You must obtain an RMA number from Clayton Controls, Inc. in order that we may process your returned product. No material will be accepted for return without prior authorization from Clayton Controls, Inc. and an RMA number shown on all shipping packages and accompanying paperwork. All products returned must be free of biological hazardous material, and hazardous chemicals. A fee for warranty returns imposed by some manufacturers will apply. Return products will not be accepted after 45 days from issuance of the RMA number.

**Warranty Returns:** Product is subject to manufacturer’s warranty policy.

Warranty return shall not apply:

1. The product was not purchased through Clayton Controls, Inc.,
2. The product has been repaired or altered by parties so as, in Clayton Controls, Inc.’s judgment, to affect the same adversely,
3. The product which shall have been subject to negligence, accident, or damage by circumstances beyond the control of Clayton Controls, Inc. or to improper operation, maintenance, or storage, or to other than normal use and service, or
4. Product not in original packaging.

The foregoing warranties are exclusive and in lieu of all other express and implied warranties whatsoever including but not limited to implied warranties of merchantability and fitness for a particular purpose, Clayton Controls, Inc. or service rendered by it.

**Non Warranty Returns:** Any product deemed a non-warranty item would either be scrapped at this facility or returned at the customer’s expense. Non-warranty repairs are available. A fee for analysis which includes visual inspection and determination of repair costs will apply.

**State of Contamination – ONE MUST BE CHECKED:**

|  |  |
| --- | --- |
|  | The returned product was subjected to hazardous chemicals however it has been properly cleaned in compliance with OSHA Hazard Communication Standard (HCS) Subpart Z, Toxic and Hazardous Substances, 29 CFR 1910.1200. |
|  | The returned product was subjected to hazardous chemicals and has **NOT** been decontaminated however the customer is supplying a copy of the respective chemicals: MSDS sheet(s) and/or (OSHA HCS, 29 CFR 1910.1200). |
|  | The returned product has not been contaminated and is safe to handle without special precautions. |

I understand that if the returned product arrives contaminated, regardless of the nature selected on this document, the product may be returned to me, the customer, for appropriate decontamination.

**All returns must ship Prepaid. No collect shipments will be accepted without prior approval.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Authorized Customer Signature** | |  | **Date:** | /  / |
| **Title:** |  | | | |