



# QMF25 RMA

(RETURNED MATERIAL AUTHORISATION REQUEST)

<b>Return Address</b>	<b>Released</b>
<b>CAT PUMPS (U.K.) Ltd</b> 1 Fleet Business Park Sandy Lane, Church Crookham FLEET, Hampshire, GU52 8BF Tel: 01252 622031 Fax: 01252 626655 e-mail: sales@catpumps.co.uk	
	<b>W.O. No.</b>
	<b>RMA No.</b>

<b>Company Name and Address</b>	<b>Contact Name</b>	
	<b>Contact Number</b>	
	<b>Fax</b>	
	<b>E-mail</b>	

<b>Details of product you wish to return (model number, description, serial number etc.)</b>	
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<b>What has the Pump or Accessory been used for (brief description of the application, liquid(s) pumped):</b>	
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<b>Reason for Return (tick relevant box to the right and describe any symptoms, circumstances or other reason below):</b>	<b>Estimate for repair</b>	
	<b>Estimate for routine servicing</b>	
	<b>Investigation of cause of failure</b>	
	<b>Other</b>	

<b>Note:- Before returning any product, please:</b> <ul style="list-style-type: none"> <li>▪ Drain lubricating oil from pump crankcase</li> <li>▪ Drain and decontaminate products that have been in contact with hazardous substances</li> <li>▪ Remove pulleys, shaft couplings, pipe-fittings and other ancillary components</li> <li>▪ Pack products adequately and securely</li> </ul>
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<b>Do you believe this product is still covered by our 12 months warranty? Tick if yes:</b>	
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<b>Do you have a Deadline Date by which you require the product to be returned to you?</b>	
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<b>I can confirm that I have read and agree to the Cat Pumps (U.K.) Limited Terms &amp; Conditions for Return Products (refer to page 2):</b>	<b>Signature:</b>	<b>Date:</b>

## **CAT PUMPS (U.K.) LIMITED**

### **TERMS & CONDITIONS FOR RETURN OF PRODUCTS**

You must **request approval** before despatching any product or equipment to Cat Pumps UK. We may refuse delivery of any unauthorized return; this is partly to protect the safety & welfare of our employees.

We accept all products of our own manufacture or supply for repair or servicing, as well as auxiliary products & components e.g. motors, valves if originally supplied by us.

Prior to return, you should:

- **Drain lubricating oil** from pump crankcase, gearbox etc.
- Thoroughly **drain and decontaminate** pumps and components that have been in contact with hazardous liquids prior to despatch. By signing our Returned Material Authorisation (RMA) form you are confirming that the products returned are safe to handle and dismantle and you are accepting liability for any harm caused if this is not so.
- **Remove pulleys, shaft couplings, pipe-fittings** and other ancillary. We reserve the right to charge for their removal and we cannot take responsibility for their safe return.
- **Pack products adequately and securely.** We cannot be liable for goods damaged in transit and may refuse to accept delivery of poorly packed products.

Unless agreed in advance, we will carry out a full strip-down and inspection of returned products and will quote for complete refurbishment using genuine new Cat Pumps parts wherever required.

We may make a labour charge for strip-down and investigation if you decide not to go ahead with any recommended repairs, servicing or replacement. By signing our RMA form you agree to pay such reasonable charges. If your company's internal procedures require that you raise a Purchase Order in advance to cover such charges you should obtain this first and provide proof of order cover with our RMA form.

We may make a charge for storage if we do not receive prompt instructions to proceed.

If after 3 months we do not receive your further instructions, goods will either be returned to you at your cost or disposed of on your behalf, at our discretion. You may be charged for any waste disposal costs we incur especially in the case of liquids, or electrical items covered by the WEEE regulations.

If you do not have the authority within your company or organisation to accept the Terms and Conditions above, please have the form signed by a person with that authority.