


Return Material Authorization (RMA) Form

	RMA Number	
	Date Issued:	
	Issued by:	

<p>RMA Instructions:</p> <p><i>Products purchased through Chemtec or our distributors may be returned to Chemtec by following these steps:</i></p> <ol style="list-style-type: none"> 1. Contact Chemtec at 936-856-1704 or sales@chemteceenergy.com to obtain an RMA number. 2. Completely fill out this form, and place the form in the box with the item(s) being returned. 3. Clearly mark the outside of the box with the RMA number. 4. Ship the item(s) to: Chemtec Energy Services, Inc. 11745 Cude Cemetery Road Willis, TX 77318 <p>ALL ITEMS RETURNED TO CHEMTEC MUST BE THOROUGHLY FLUSHED AND DRIED TO REMOVE ANY RESIDUE</p> <p>Please refer to Chemtec's RMA Policy for complete details regarding product returns.</p>	Company Name			
	Address			
	City			
	State		Zip/Postal Code	
	Country			
	Phone Number			
	Fax Number			
	Email			

Returned Item(s)			Send Immediate Replacement (Y/N)
Description	Quantity	Reason for Return	

Additional Comments:

Disposition (To be completed by Chemtec)			
	Returned to customer, no problem found		Non-Warranty replacement
	Warranty repair, repaired and returned to customer		Not repairable, informed customer
	Non-Warranty repair, repaired and returned to customer		Other:
	Warranty Replacement		

Chemtec Energy Services, Inc.
RMA (Return Material Authorization) Policy

All returns require an RMA number. Contact Chemtec via telephone at 936-856-1704 or email at sales@chemtecenergy.com to obtain an RMA number. Returns will be authorized in accordance with the following policy: If it is deemed that the part should be returned, a Chemtec representative will send you an RMA form. Completely fill out the RMA form, and place the form in the box with the item(s) being returned. Clearly mark the outside of the box with the RMA number. Products will not be accepted by Chemtec for return if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.

Stock Returns

Stock returns must be made within thirty (30) days of the invoice date. Authorization of stock returns is at the sole discretion of Chemtec. If a stock part is authorized for return and is a customer error, 25% of the purchase price will be applied as a standard restocking charge. Parts must be new, unused, and contain all the original packaging, instruction manuals and accessories. There is no restocking charge due to errors by Chemtec if correct order information was furnished with the order.

Custom Order Returns

The return of all custom order parts is subject to acceptance by Chemtec. If a custom order part is authorized for return and is a customer error, 50% of the purchase price will be applied as a standard restocking charge.

Warranty Returns

Products to be returned for warranty coverage must be within the applicable warranty period. If the customer requests that a replacement be sent immediately, the replacement product will be billed to the customer's account in accordance with Chemtec's standard payment terms. Then, once a final decision of the return is made, a credit will be issued if the warranty claim is allowed.

Non-Warranty Returns

If the customer wishes to return a product for repair that is no longer within the warranty period or for damage not covered by the warranty, Chemtec will advise the customer of the estimated cost of the repair. Return of the product will be the authorization to repair and agreement to pay for the cost of repair, whether or not it exceeds the original estimate.

Transportation Charges

The customer is responsible for all transportation, insurance, duties and other similar charges for all returned Product, and the customer must ensure that the product is appropriately packaged. Products shipped to Chemtec freight collect will be refused. Shipping damages resulting from improper packaging will be the customer's responsibility. After repair, Chemtec will return the product ground freight prepaid for in-warranty items. For any other shipment method, customer must pay the difference in freight. Non-Warranty items will be invoiced for any parts, labor, and shipping charges. Products will not be accepted by Chemtec for return if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.

By choosing to request an RMA number from Chemtec, it is implied that the customer has agreed to the terms of the Chemtec RMA Policy.