

RMA Return & Evaluation Form

RMA #: RMA Date: Original PO #:

Cust. Name: Customer #: Cust. Contact:

Part #	Description of Failure	Qty.

In the space below, please provide any pertinent information that may help determine how the unit(s) is being used in your application. This information should include (if applicable) specifications (voltage, current, pressure (if applicable), media type (if applicable). Also include the conditions that the unit is subject to (temperature, elements exposed to, and location).

☐ Credit ☐ Repair / Replacement ☐ Scrap ☐ Evaluation / Report

PLEASE SEE NEXT PAGE

PLEASE READ TERMS BELOW CAREFULLY

1. Return Period:

- Parts must be returned within **60 days** of this notice; RMAs will be closed after this period.

2. Shipping and Freight:

- Customers are responsible for freight costs when returning parts to Canfield.
- If parts are found to be faulty, Canfield will cover the cost of shipping to return the repaired or replaced parts.
- If parts are returned without this form being completed or without an RMA#, they will be returned to the customer.

3. Credits and Debits:

- No credit or debit will be applied to accounts until:
    - Parts are received.
    - The return is reviewed and agreed upon.
- Restocking fees apply for returned catalog items.

4. Restocking Fees:

- Applicable to catalog items returned within **1 year** of the original purchase date.
- Non-catalog or special build items cannot be returned for credit.

5. Warranty:

- Non-catalog or special build items will only be replaced or repaired within the **1-year warranty period** from the original purchase date.
- Units returned to Canfield Industries that show signs of tampering may have their warranty voided.
- Returns must be complete and intact to qualify for credit and proper warranty evaluations.

FAILURE TO COMPLETE THIS FORM COULD RESULT IN A DELAY IN EVALUATING THE RETURNED PRODUCT

Email completed form to:
customerservice@canfieldconnector.com