

# Mid-West<sup>®</sup> Instrument

Differential Pressure Gauges,  
Switches and Transmitters

Form: RGA Req 01/20



6500 Dobry Dr., Sterling Heights, MI 48314 U.S.A. Tel: 586-254-6500 [www.midwestinstrument.com](http://www.midwestinstrument.com)

## RG A REQUEST FORM

\*\*\*This is not a return authorization\*\*\*

### Company and Contact Information (required)

Company: \_\_\_\_\_ Contact: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Address 2: \_\_\_\_\_ Email: \_\_\_\_\_

City, ST, Zip: \_\_\_\_\_ Country: \_\_\_\_\_

### Return Information:

Model # \_\_\_\_\_ Serial #: \_\_\_\_\_

Shop Order #: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Process fluid used with gauge: \_\_\_\_\_

Reason for Return [ ]Warranty [ ]Repair [ ]Recalibration

Description of the Issue: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Return Urgency: \_\_\_\_\_

- Attach additional pages and pictures if needed.

RETURN TO : [sales@midwestinstrument.com](mailto:sales@midwestinstrument.com)

**DECONTAMINATION DECLARATION**

The purpose of this declaration is to ensure that items/instruments returned to Midwest facility do not contain hazardous, toxic or harmful substances. This certification is necessary to guarantee the health and welfare of our employees, prevent contamination of our calibration equipment and facilities and sustain our compliance to OSHA and EPA standards.

**VIOLATIONS**

Upon receipt, instruments will be checked for contaminants. If an instrument is determined to contain a hazardous substance, Mid-West Instrument reserves the right to:

- return the unserviced instrument to the customer.
- clean the instrument at the customer's expense.
- have the instrument destroyed by a qualified HAZMAT provider at the customer's expense, without replacement, compensation or reimbursement for the destroyed item.

Definition of Contaminants/Hazardous/Toxic or Harmful Substances are defined as liquids, solids, particulates or gases "present in the workplace which are capable of causing harm". Such substances include (but are not limited to) all acids, bases, mercury, bio-hazardous, radioactive, reactive and flammable substances. Also, hydrogen, chloride gas, phosgene, chlorine dioxide, sodium chlorite, sodium hypochlorite (bleach) and any war gas. In addition, water with pH of less than 6 or greater than 8 and any oil other than approved hydrocarbon-based calibration oil. For a complete list, visit <http://www.osha.gov/SLTC/hazardous substances/index.html>.

**DESCRIBE THE PRESSURE MEDIUM USED TO ACTIVATE THESE INSTRUMENTS:**

The instruments being returned were used with/exposed to substances classified as: (check one or more)

- Non-hazardous, nontoxic and non-harmful
- Hazardous
- Toxic
- Biohazard
- pH
- Radioactive
- Reactive
- Flammable
- Oxidizer
- Other \_\_\_\_\_

**Identify the specific pressure medium/media used: (check one or more)**

- Air
- Water (pH 6-8)
- Oxygen
- Nitrogen
- Hydrocarbon based calibration oil; brand and designation: \_\_\_\_\_
- Other \_\_\_\_\_

**DESCRIBE THE CLEANING METHOD** (Gauges returned to Mid-West must be clean and free of any chemicals.)

**Type of process: (check one or more)**

- Cleaning was not required
- Flush through (bleeder capped Bourdon tubes)
- Flush and drain (dead ended diaphragm and capsule sensors)
- Wiped down
- Other \_\_\_\_\_

**If cleaned, what solvent(s) or agent(s), were used:**

- Water
- Alcohol/isopropanol
- Acetone
- Gas purge (identify gas used) \_\_\_\_\_
- Other \_\_\_\_\_

Were all solvents purged after cleaning?  Yes  No  
Purging substance used: \_\_\_\_\_

**I declare that the instrument(s) described on page 1 of this form are free of contaminants/hazardous/toxic/harmful substances.**

Signature required to obtain RMA

Signature \_\_\_\_\_

Print Name \_\_\_\_\_

Date \_\_\_\_\_

Title \_\_\_\_\_

# Mid-West<sup>®</sup> Instrument

## Return Goods Authorization (RGA) Policy

Product returned to Mid-West Instrument for any reason must have a Mid-West issued Return Goods Authorization (RGA) number. Warranty returns may require proof of purchase (invoice number and date).

An RGA is valid for **30 days** from issuance and product must arrive at Mid-West within that validity period.

All product must be shipped **freight prepaid**.

All items returned to Mid-West must be properly packaged to prevent shipping damage. **Any claims for shipment damage are the responsibility of the customer.**

The RGA number must be clearly visible on the outside of the package. A packing list must be included clearly showing the RGA number, part number, quantity, and reason for return.

***MID-WEST INSTRUMENT CANNOT BE HELD RESPONSIBLE FOR ANY PRODUCT RETURNED WITHOUT AN RGA NUMBER AND ANY SUCH PRODUCT MAY BE REFUSED AND RETURNED AT THE CUSTOMER'S EXPENSE.***

An RGA number is issued in good faith based upon customer's representation of the product quantity, condition, age and reason for return. All returned product will be inspected by Mid-West Instrument. If the product is found to be other than that originally represented, the shipment will be returned at the customer's expense.

### I. Repairs

There is a \$75.00 inspection fee for Mid-West to diagnose returned product. After inspection, Mid-West will notify customer with results of the inspection along with costs for repair within 3 business days.

**Customer has 30 days to accept or deny the repair. If customer does not respond, product will be returned to customer unrepaired, at customer's expense, and assessed the \$75.00 inspection fee.**

### II. Warranty Returns

Product under warranty must have an RGA number and be returned to Mid-West freight prepaid. If the product is determined to be covered under warranty, the product will be repaired, replaced or a credit will be issued at Mid-West's option under Mid-West's warranty terms. The product will be returned freight prepaid to the customer.

### III. Incorrect Shipments & Product Received

For short shipments or incorrectly supplied product, discrepancies must be reported **within 15 days of receipt**. For short shipments, a debit memo should be issued to Mid-West. Mid-West will then issue a credit memo, ship the missing product freight prepaid, and issue an invoice.

For incorrectly supplied product, all returns require an RGA number and must be returned freight prepaid. A debit memo should be issued to Mid-West for the freight. If the product is determined to have been returned for cause, Mid-West will issue a credit for the product and the prepaid return freight. If a replacement is required, Mid-West will ship freight prepaid and invoice for the new product.

#### **IV. General Terms for Credit Returns**

Product requested to be returned for exchange or credit will only be considered if the product is unused, current standard catalog stock of latest design, and the product is in saleable condition.

Mid-West reserves the right to reject any return request. If accepted, the return will be under the terms specified herein.

Exclusions - The following unused products are not returnable:

1. **Pressure gauges with custom dials or other non-standard modifications**
2. **Gauges or transmitters attached to diaphragm seals.**
3. **Obsolete products.**
4. **Custom or special-order pressure transmitters and transducers.**

##### **A. Incorrectly Ordered Product Returned for Credit**

Approved product returned for credit requires an RGA number and must be returned freight prepaid within 30 days of purchase. Proof of purchase (copy of invoice) is required.

##### **B. Credit Memos**

Where required, Mid-West will issue a credit memo for the returned or exchanged product less any applicable restocking or removal charges.

The credit memo will be issued only after receipt and inspection of product.

*DEDUCTIONS FROM PAYMENTS SHOULD NOT BE MADE UNTIL A CREDIT MEMO FROM MID-WEST HAS BEEN RECEIVED.*

#### **V. Restocking Charges**

Product returns are allowed as defined in section IV General Terms for Credit Returns. All returns will be subject to a 50% re-stocking fee. If there is an offsetting order, then the restocking fee is reduced to 35% of the original order.

Note: Our products are built to order and tailored to fit customer requirements. Returned products are disassembled, usable components are returned to inventory, and custom or consumable components are disposed of.

#### **VI. Safety & Handling Requirements**

For the safety of our employees, as well as to meet government regulations, Mid-West requires the following Decontamination Documentation to accompany returned products that have been installed.

**If the Decontamination Document does not accompany the return, the product will not be inspected and the RGA will not be completed. Any such items may be refused or returned at the customer's expense.**