



**Jordan-Steriflow-Low Flow-Marwin-Hex-Bestobell**

**RGA (Returned Goods Authorization) request form**

Phone: 1-800-543-7311 ext 342 email: [gr3@richardsind.com](mailto:gr3@richardsind.com) Fax: 1-513-533-5695

Return:  Un-Used Only  
 RESTOCK CHARGE WILL APPLY

Warranty:  May result in charges, if found not to be within warranty scope

Out of Warranty:  \$75 Inspection Fee (credited toward repair of subject valve only)

PO# (Required)

Sold to Address:

Ship to Address:

Contact  Mark Box:

Email  Fax:  Phone:

Qty	SERIAL # or Orig. Order # or PO#	ITEM & REASON FOR RETURN Be specific, in nature of failure (including Application/Media Press, Temp & Flow) or extra work being required (addition/change of features or options)	Return Ship Via:

PROCESS DATA: Media \_\_\_\_\_ Flowrate \_\_\_\_\_ P1 \_\_\_\_\_ P2 \_\_\_\_\_ Temp \_\_\_\_\_ Install Date \_\_\_\_\_

Additional Process Information

Consignor assumes all liability resulting from injury to persons and/or property due to hazardous or toxic substances contained in materials or equipment returned to Richards Industrials.

**CERTIFICATION OF DECONTAMINATION (Required for all returns/repairs)**

I certify that the material being returned to Richards Industrials has been:

Not exposed to media (other than clean air, water or steam)  Never Installed

Exposed to  and has been decontaminated (Attach Material Safety Data Sheets to the outside of package)

Unless otherwise specified by Richards Industrials, any media inside product should be flushed out completely, including any media trapped in areas such as behind seats, around the ball (Marwin), above damaged diaphragm (Jordan), etc.... Removal of this trapped media may require partial stroking of the valve, removal of housing or other measures. Please refer to product installation and maintenance manual for specific details.

(Signature)  (Company)  (Date)

**Please Note: (failure to comply will result in refusal of shipment or return at shipper's expense)**

1. All Packages must have approved RGA# (see below) clearly marked on the outside, and a copy of this completed form inside.
2. The RGA# is valid for 60 days (North America) or 90 days (International) and subject to cancellation.
3. Items held for more than 30 days from repair quote date, waiting for customer approval or instructions, are subject to return / disposal.

RGA#

Ship to: Richards Industrials  
3170 Wasson Rd  
Cincinnati, Ohio 45209  
(513) 533-5600