



## **Prochem / Century 400 Return Material Authorization and Warranty Claim Processes**

This document is intended to provide clarification regarding Return Material Authorizations (RMA) and Warranty Claims (WC).

### **RETURN MATERIAL AUTHORIZATION (RMA)**

#### **WHAT IS AN RMA?**

Return Material Authorization

#### **HOW IS AN RMA USED?**

RMA's are used to return material that is as NEW, UNUSED and is ready for immediate re-sale. RMA's are used to return product to stock for credit. An RMA is not issued for product suspected of being "Defective".

RMA's are typically issued for the following reasons:

Over Shipment:	Quantity of 10 ordered, however, 11 were shipped and invoiced
Wrong Part Shipped:	Dealer ordered part "A", however, part "B" was shipped and invoiced.
Over Stock:	Dealer is in an overstock situation and requests material return to reduce their inventory. (A 15% restocking fee will apply)
Incorrect Part Ordered:	Dealer places an order for a part "A", however, upon receipt realizes they need part "B". (A 15% restocking fee will apply)

#### **WHAT INFORMATION IS REQUIRED TO OBTAIN AN RMA?**

- Prochem or Century 400 Order Reference and Order Number that product was originally ordered and shipped against.
- Part Number(s) and Quantity(s)
- Reason for returning material.

## **HOW TO OBTAIN A RMA NUMBER?**

Contact the Technical or Customer Service Department at the numbers listed below.

Prochem Dealers: 1 800 776 2436

Century 400 Dealers: 1 800 752 1777

## **WARRANTY CLAIM (WC)**

### **WHAT IS A WARRANTY CLAIM?**

Warranty Claims are used for returning materials that are:

1. Suspected of being defective
2. Covered under the specified warranty guidelines
3. Within the time period specified for warranty coverage on the specific product.

Please consult the product manual for defined warranty periods.

### **HOW TO INITIATE A WARRANTY CLAIM?**

Warranty Claim Form Part Number 67-945737 must be completed. Instructions to complete the warranty claim are on the back of the form.

### **HOW TO SUBMIT A WARRANTY CLAIM?**

Send the completed form to the Warranty Claims Department. The Warranty Claim Form must have the 'parent' model and serial number listed in the top, right corner of the claim form where specified. Serial numbered components must be submitted with the 'parent' serial number and the individual component serial number on the form in the area provided. No claim will be processed without this information.

Following review of the form by the Warranty department, if it is determined that a part is required back for evaluation, a copy of the completed claim form must be included in the packing container. In addition, the claim number must be referenced clearly on the outside of the packing container.

### **HOW TO REPORT THE WARRANTY CLAIM?**

Completed Warranty Claim Forms should be sent by Fax or Mail to the Warranty Claims Department.

**Note:** Please submit the Claim Form prior to returning any material, as some parts do not require return. The Warranty Department will advise if parts are required following review of the submitted claim form.

**Mailing Address:**

**Fax**

Prochem/Century 400  
Warranty Claims Department  
1351 W. Stanford Ave.  
Englewood, CO 80110

1 303 865 2790

**WHAT HAPPENS TO THE WARRANTY CLAIM?**

Claims are reviewed upon receipt based on the following criteria.

- The Claim Form contains all required information.
- The material's specified warranty period and claimed defect.
- Evaluation to whether the part should be returned or scrapped in the field

If the claim does not meet the above criteria during the claim review, a rejection letter will be issued explaining the reasons for rejection.

If the claim is approved without requiring the return of the part, a credit will be issued to the Prochem or Century 400 account, referencing the claim number and any invoice number supplied on the Warranty Claim Form.

When a part needs to be returned, the Claims Department in CO will contact the claim submitter. Procedures for the return will be given at that time. The address for returns and instructions are on the back of the Warranty Claim Form, part number 67-945737.

**HOW DO YOU OBTAIN WARRANTY CLAIM FORMS?**

Orders should be placed with the designated Customer Service Representative. Request part number **67-945737** this is for one pack of 25 forms. There is no charge for Warranty Claim Forms.

**FURTHER QUESTIONS:**

Should you have any further questions regarding RMA's and/or Warranty Claims, please do not hesitate to contact the Prochem/Century 400 Technical and Customer Services groups who are available on the following numbers:

Prochem	1 800 776 2436
Century 400	1 800 752 1777