**Oilgear Return Material Authorization (RMA) Request Form**

Instructions:

* Please complete the form below with all pertinent information
* Email completed form to [oilgearorders@oilgear.com](mailto:oilgearorders@oilgear.com)
* For questions on the process or completion of this form, please call our Traverse City, Michigan, USA facility: +1-231-929-1660

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| Date RMA Requested | Click here to enter text. |
| Name | Click here to enter text. |
| Company Name | Click here to enter text. |
| Address | Click here to enter text. |
| Phone number | Click here to enter text. |
| Project number (where applicable) | Click here to enter text. |
| Product Part Number | Click here to enter text. |
| Product Serial Number | Click here to enter text. |
| Description of reason for RMA request | Click here to enter text. |
| Photo of Nameplate/product | Please insert a picture here, or attach a picture of the nameplate and/or product to the email. |
| Preferred shipping method | Click here to enter text. |

**Notes**

* THIS FORM IS NOT APPROVAL FOR SHIPMENT. APPROVAL WILL BE REQUIRED, WITH AN ASSIGNED RMA NUMBER PRIOR TO SHIPMENT.
* PRODUCT RETURNED TO OILGEAR MUST HAVE AN RMA # CLEARLY WRITTEN IN LARGE BOLD LETTERS ON THE OUTSIDE OF THE PACKAGE OR ITEM.
* INSPECTION/HANDLING CHARGE: BECAUSE OF THE TIME USED TO PROCESS THE FOLLOWING MATERIAL AND PREPARE A PRICE QUOTATION, THERE WILL BE AN INSPECTION CHARGE VALUED AT 10% OF THE QUOTED PRICE PER ITEM, WITH A MINIMUM OF $500.00 AND NOT TO EXCEED $3995.00. THIS CHARGE IS WAIVED UPON RELEASE FOR REPAIRS OR WHEN REPLACING WITH NEW PROVIDING PURCHASE ORDER IS SUPPLIED AT THE TIME OF DISPOSITION OF ORDER. THE INSPECTION CHARGE IS NOT INCLUDED IN OUR QUOTED PRICE FOR REPAIR.

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| By submitting this Returned Goods Authorization (RGA) form, Customer agrees: 1) Oilgear shall have no obligation to store Customer's goods for more than thirty (30) calendar days following the completion of the inspection (the "Evaluation Period"), 2) Oilgear is authorized to perform diagnostic, inspection and related services at the rate set forth above for the purposes of evaluating necessary repairs to Customer's goods and providing Customer with an estimate for the same, 3) in the event Customer has not provided Oilgear with authorization to return goods at the Customer's expense following the Evaluation Period, Oilgear is authorized, at its option, to dispose of such goods at Customer's expense, and 4) that such return is subject to the Oilgear Return Policy set forth on the reverse hereof.  **Inspection Fee: (Inspect and Quote Service Only)**  An inspection fee of 10% the quoted price is assessed for each component returned under our *Inspect and Quote* service. This fee has a minimum of $500.00, not to exceed $3995.00.  At completion of the Inspection of Customer's goods, Oilgear will provide to the customer: 1) a written report detailing the findings, and 2) a quotation to repair the Customer's goods. At this point, the Evaluation Period begins, where the customer must advise Oilgear on how to proceed. If the Evaluation Period has expired and a decision has not been made, Oilgear will invoice the customer in the amount of the inspection fee. If the customer chooses to proceed with the repairs within the Evaluation Period, Oilgear will require a revised purchase order, in the amount of the repair quotation, PRIOR to beginning work. |

**Oilgear Return Policy**

**Product returned to Oilgear must have an RMA# written clearly in large, bold letters on the outside of the Package or Item.**

If there is no RMA number on the box, it will delay receiving and processing the product. This will delay the return process as our receiving department will assume that the product shipped is an “unauthorized” return. Oilgear can make no assurances, and disclaims liability for, shipments which do not include an RMA number.

* To request an RMA# (Return Material Authorization #), please complete the RMA Request form and email to oilgearorders@oilgear.com. Customer may call 231-929-1660 for further instruction as needed.

Customer must ship the defective product prepaid as no COD orders will be accepted.

Oilgear reserves the right to give “partial” or “no credit” for the following reasons:

* Damage in transit resulting from inadequately packed returned merchandise.
* Damage resulting from adverse storage conditions which do not occur when merchandise is in Oilgear facility.
* Any units which may have been tampered with or are missing parts.
* Merchandise returned after sixty (60) days of RMA approval.
* Merchandise which did not originate from Oilgear.
* Used product with no resale value as deemed by Oilgear.
* Product returned does not match reason for return stated on the RGA request.
* If we receive a shipment containing products not authorized for return on the corresponding RGA number, we will return them as-is at customer's expense.

Equipment will be considered “abandoned” and be subject to disposition, without further notice, after 60 calendar days of receipt by Oilgear if no response is received after product evaluation.

If items are returned for credit, the credit will be issued pending inspection for use or damage.

If returning additional products to Oilgear, a new RMA number will be required.

Any applicable credit will be issued within thirty (30) days after receipt of goods. Oilgear reserves the right to assess a restocking fee for all returns.

Thank you for adhering to our return goods policy.