



PUMPS, INC.

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Revision: 0

Form Number:
RGQ-01

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RETURN GOODS REQUEST QUESTIONNAIRE

GENERAL INFORMATION

DATE: _____

CUSTOMER NAME: _____

CONTACT: _____

TELEPHONE: _____ FAX NUMBER: _____

PUMP MODEL NO. _____ DATE CODE: _____

DESCRIBE PUMP FAILURE: _____

TIME IN OPERATION BEFORE FAILURE: _____

PERFORMANCE REQUIREMENTS:

FLOW _____ (ml/min) @ PRESSURE _____ (ft, psi, etc.)

DUTY CYCLE ----- CONTINUOUS _____ (hrs/day) _____ (days/wk)

INTERMEDIATE _____ ON _____ OFF _____ (cycle/hr)

TOTAL HEAD: _____ SIZE OF TUBING: _____

TUBING LENGTH: INLET: _____ OUTLET: _____

DESCRIBE THE TYPE OF RUN: _____

RESTRICTIONS (IE SCREENS, FILTERS, CHECK VALVES): _____

FLUID SPECIFICATIONS

CHEMICAL IDENTIFICATION _____

VISCOSITY _____ TEMPERATURE _____

COMMENTS:

TERMS AND CONDITIONS

1. Pumps must be individually wrapped in bubble wrap or returned, tightly packed, in their original packing material. B&D Pumps reserves the right to refuse improperly packaged product.
2. For units that failure has been determined to be the result of outside conditions and not the result of materials or workmanship an evaluation fee of \$40.00 will be assessed.
3. Failure analysis when requested against repairs not covered by warranty, is available on a per hour basis at \$80 per hour (two hour minimum). If applicable, additional charges may apply.
4. For product not covered by the original warranty, B&D Pumps warrants repaired product for 90 days from shipment for material and workmanship.

****MSDS MUST BE SENT WITH RETURN****

PLEASE FAX THIS FORM TO (847) 669-2343 UPON COMPLETION