

MATERIAL RETURN POLICY

It is the policy of Red Seal Measurement that no returned materials will be accepted from anyone without a Return Material Authorization (RMA) number clearly visible on the exterior of the shipping container. Returned materials using the RMA number constitutes an agreement to comply with this policy and procedure. Goods received that are not in compliance will be returned to the sender and any cost incurred will be invoiced to the end user.

PROCEDURE

1. Prior to shipping, the sender will complete the RG-04 RMA Request Form. If the RMA request is for a Meter then also complete the RG-03 RMA Certification and email the completed form(s) to support@redseameasurement.com or Fax to (800) 833 6971 to request a RMA number.

The RG-04 request will identify the material(s) to be reviewed, and the RG-03 will state that the device(s) are empty and free of all process and cleaning substances.

IMPORTANT: *A copy of the Material Safety Data Sheet (MSDS) for the substances in the device(s) must accompany your request before an RMA number will be issued. For non-warranty request, a purchase order must be sent with the request. Contact Red Seal Measurement for the evaluation and/or calibration fee amounts.*

2. The sender will contact Red Seal Measurement for instructions on opening any closed cavity if a leak into the closed cavity is suspected on a MDot Mass Flow Meter.

3. Red Seal Measurement will not accept any goods wetted with process or other fluid unless the MSDS has been submitted in advance for review and received written approval.

4. The returned material(s) must be:

- (a) fully and accurately described by the proper shipping names;*
- (b) properly classified, packed, marked and labeled, and;*
- (c) in proper condition for transport by highway according to applicable international and national government regulations, the laws and regulations of the State of South Carolina and all other applicable laws and regulations.*