



Webster Fuel Pumps & Valves

Ref. Customer Return: RGA# _____ Issued _____

RGA numbers are active for 30 days. Any product not returned within the 30 day period will be void of any warranty, repair, replacement and or credit.
Dear Valuable Customer,

A return goods authorization number or RGA is required on all products being returned to Webster. Contact our Customer Service Department @ 800-766-1233

The following criteria will be used for all products being returned to Webster.

- 1) Any unit returned for warranty consideration and found **non-defective**, will be returned to the customer "As Is", and charged a *\$25.00 inspection and handling fee, (\$15.00 on "M" pumps & OSV'S) plus freight. Our service department can issue an inspection report if requested.
- 2) **Field returns** that are in warranty and found to be defective will be repaired, redate coded, and returned to the customer.
- 3) Our service department will inspect any customer return that is **out of warranty**. If the unit is defective, the customer will be contacted by a Factory Representative and advised of repair charges. Seventy-five percent of new unit cost is a typical repair charge.
- 4) **Line rejects** returned to Webster, will be for repair or credit only. If the unit is non-defective, see note one (1) above. (Please reference your debit memo number on the return.)
- 5) Any **new unit** returned to Webster for credit will be applied a restocking charge of \$25 or 25% of new unit cost, whichever is greater. Any new units that were incorrectly shipped by Webster will not be applied a restocking charge.
- 6) **Bio Pump** returns will not be warranted for issues such as rust, gumming or varnishing of components that may result in the seizing or tightening of internal components.
- 7) The following units will **not be warranted** and will be returned to customer:
 - Pumps returned with Teflon tape usage. These type of units are normally returned with a cracked body assembly.
 - Pumps with by-pass plug installed and return ports not used. These type of units are normally returned with seized shaft.
 - Units returned with internal rust.
 - Units used in Bio fuel applications that are not intended for Bio blends. Pumps and valves included.
 - Returns that are packed loosely resulting in damage to contents

Items 2 & 3 are not applicable to Original Equipment Manufacturers. In warranty, field returns will be replaced with new units. If you have any questions, please do not hesitate to call 800-766-1233 or 502-223-0025, our fax number is 502-223-4629.

Sincerely, Curtis Zahalka...Sales Manager for Webster Fuel Pumps & Valves

