



Capital City Tool, Inc.  
219 Hahn Road  
Frankfort, Ky. 40601  
502-223-0025  
Fax 223-4629

# Webster Fuel Pumps & Valves

Ref. Customer Return: RGA# \_\_\_\_\_ Issued \_\_\_\_\_

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

