

NOR-CAL CONTROLS, INC.

San Jose, CA 95131

Ph# 408 435-0400 / Fx# 408 435-0410 / E-m: ncc4air@pacbell.net

RETURN GOODS REQUEST FORM

NCC requires completion of this form before processing return requests

Date: \_\_\_\_\_

Company: \_\_\_\_\_

Contact: \_\_\_\_\_

Nor-Cal Controls requires a minimum of 48 hours to process any return claims. Please supply all requested information to assist us in processing your return goods authorization number. All Invoices dated older than 60 days will be declined for credit request. Warranted material will follow the policies and terms of the manufacturer.

NCC's Invoice # \_\_\_\_\_  
Part Number \_\_\_\_\_

Customer PO# \_\_\_\_\_  
Quantity # \_\_\_\_\_

S/N# \_\_\_\_\_

\* Serial numbers required on all pump returns \*  
All returns are subject to quality checks.

Customer SCAR documents must accompany return request form to ensure reply response is completed

Return Reason: Credit Replace/Reorder Evaluate/Repair Warranty-Evaluate

Please supply S P E C I F I C reason for return request  
Items application environment required for NCC to issue return numbers.

Reason:

ENVIRONMENT:  Industrial  Medical  Agricultural  Other Hazards:  Chemical  Medical  Other  
Liquid / Chemical  
Exposure:

Freight Policy: The Customer is responsible for cost incurred when returning any material to the manufacturer's plant or NCC's warehouse.  
Warranty issues – Customer one-way / Factory one-way.

Please Note: ALL RETURNS SUBJECT TO A MINIMUM 10% RESTOCK CHARGE

ALL EVALUATIONS ARE SUBJECT TO A MINIMUM \$25.00 CHARGE  
Unless otherwise advised – Bimba UT min \$120 – Compact min \$150 – Rietschle min \$200 –  
Sheffer min \$70 – Thomas MFG plant min \$120 –

Evaluations require a Customer's PO# before NCC issues an RGA#.

Purchase Order # \_\_\_\_\_

Buyer: \_\_\_\_\_  
(print name)

Warranty Claims: validated at point of evaluation – no charges will apply on accepted claims. Items will be repaired and processed for return against issued purchase order #. Credit is not offered on warranty claims.

**NCC DOESN'T ACCEPT UNAUTHORIZED RETURNS.**

**Shipment will be refused if RGA# is not assigned or CLEARLY marked on the exterior packaging.**

**NCC's not responsible for any unauthorized returned material signed for and/or otherwise dropped off.**

**The originator accepts all liability for these packages and contents.**

Please fax or e-mail completed form: FX# 408 435-0410 E-m: ncc4air@pacbell.net

Nor-Cal Controls Contacts: Material Controller and Purchasing Manager