



Returned Goods Authorization Procedure

Returned Goods Authorizations (RGA's) are issued by Accumulators, Inc. in order to identify any product returned by the Distributor due to damage, defect, stock adjustment, or shipping error.

Products may only be returned by the original purchaser which is usually an authorized distributor. If you have a product for return and purchased from an authorized reseller, return it to that reseller.

The fastest way to handle a return is to complete the on-line RGA form at www.accumulators.com

1. Distributors must request RGA's from the factory prior to returning any item.
2. To expedite the return, simply enclose a packing slip with the copy of the RGA issued by the factory listing:
Reason for return. Please give details.
Date purchased or original P.O.
Your NEW P.O. for inspection and any non-warranty repairs*

*no fee charged if found to be under warranty

3. Ship the goods to Accumulators, Inc. prepaid, via the least expensive method. **All collect shipments will be refused.** For warranty claims, Accumulators, Inc. may select the carrier.
4. Warranty determination will be made solely by Accumulators, Inc.

A. If we determine that the part is defective, at our discretion we will repair, replace or issue credit for the part and ship it back to you. Warranty evaluation will be made within 45 days from receipt.

B. If we determine that the part is not defective, but damaged due to user error, we will repair the item and charge you for evaluation, testing, repair, any necessary parts and return freight. Please specify on your PO if you do not want the part repaired or returned at your cost.

5. A. RGA's are issued to original purchaser only.
B. Credits, if any, are issued against future purchases.
C. Credit, if any, will be net of discounts or any special pricing originally applied or re-stocking fees for stock adjustment or ordering errors.

NOTE:

ANY GOODS RECEIVED AT OUR FACTORY WITHOUT AN RGA AND A SERVICE REPAIR PURCHASE ORDER, MIGHT NOT BE EVALUATED AND MAY BE DISPOSED OF WITHIN 45 DAYS WITHOUT NOTICE. YOU MAY NOT BE NOTIFIED.

Accumulators Inc. does not warrant systems, or any products "fitness for purpose". Problems caused by improper sizing, incorrect compatibility or temperature evaluation, poor hydraulic design, improper installation, inappropriate precharging, poor lubrication, or inadequate maintenance are not covered. All applications should be reviewed by a certified fluid power specialist.