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## RETURN OF MERCHANDISE

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To obtain service under this warranty, the defective system or components must be returned to SpectraPure with proof of purchase, and supporting installation data. (As shown on back page.). Any product to be returned to the factory must be sent *freight prepaid*; documentation supporting the warranty claim and a Returned Merchandise Authorization (RMA) number must be included. ( You can obtain your RMA number by calling SpectraPure at 1.800.685.2783 or e-mail: support@spectrapure.com. SpectraPure will not be liable for shipping damages due to the improper packaging of the returned equipment and all returned goods must also have adequate insurance coverage and a tracking number.

### - CHECK YOUR PACKAGE -

Please open all boxes immediately and check contents. We must be notified of any damage or other problems within **10 days** of you receiving your products. Inspect all of your products for obvious damages within 3 days of receiving them.

### - WRONG PRODUCTS RECEIVED -

It is very rare that you will receive an incorrect product; we double-check all orders before we ship them. However, if we made a mistake/error in shipping , please notify us.

*Claims for error in quantity or condition must be made within 10 days of receipt of materials. SpectraPure, Inc. will not be responsible for any claimed shortages not reported within 10 days.*

### - SHIPPING DAMAGES -

If the packaging appears damaged on the outside, please refuse to accept it from the carrier; or make sure when signing the shipper's proof-of-delivery slip, you include a note stating the package is or appears damaged. If you do accept a damaged shipment, please contact us immediately. Depending on the product and where/how it was shipped, it may be necessary for you to deal with the carrier.

- If there was any internal (non-visible) damage, this will need to be reported to us so we can issue an RMA#.
- SpectraPure, Inc. cannot be held liable for damage or loss to a shipment by a freight carrier. Check shipment for damages before acceptance or note on freight bill subject to inspection for concealed damage. Consignee must file claim.

### - DEFECTIVE PRODUCT -

If the defective item was manufactured by us, we will repair or replace it.

Questions concerning products such as Filters, Membranes and DI Resins, please refer to our warranty. Contact us at 1.800.685.2783 to receive your Returned Merchandise Authorization Number (RMA#).

O.E.M products (pumps & meters) are covered under the manufacture's warranty and should be returned back to them:

AQUATEC PUMPS: 1.800.975.9995 EX: 235 (before calling have invoice in hand)  
FOR MILWAUKEE METERS: 877.283.7837  
FOR HM DIGITAL METERS: 800.383.2777

### - PRODUCT REPAIR or UPGRADE-

If you need to send in an item in for repair or upgrade, please contact us by phone: 1.800.685.2783 to receive an RMA number. You can also e-mail our returns department at: support@spectrapure.com. If you e-mail, please send us the following information:

- Full name & Phone number
- Brief description of problem or upgrade

# RETURN MERCHANDISE AUTHORIZATION FORM (RMA)

(CLAIMS FOR MISSING PARTS, WRONG PRODUCT OR SHIPPING DAMAGES **MUST** BE REPORTED WITHIN 10 DAYS)

INVOICE DATE: \_\_\_\_\_ INVOICE NUMBER: \_\_\_\_\_

(If purchased through a distributor, send copy of receipt).

**RMA #:** \_\_\_\_\_

(Please call to receive RMA # before shipping)

Toll Free: 1.800.685.2783, Local: 480.894.5437

PLACE OF PURCHASE:  WEB  
 DIRECT  
 DISTRIBUTOR;

## CONTACT INFO

FULL NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

**REASON FOR RETURN:**  WRONG PRODUCT  DEFECTIVE PRODUCT  SHIPPING DAMAGES  
 PRODUCT REPAIR OR UPGRADE  PRODUCT NOT NEEDED (20% RESTOCKING FEE)

SPECIFY PROBLEM OR REASON FOR RETURN: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## IF YOU ARE RETURNING AN RO OR RO/DI SYSTEM, YOU WILL NEED TO PROVIDE THE FOLLOWING INFORMATION:

1. How long has the system been up and running with water? \_\_\_\_\_
2. Estimated gallons produced? \_\_\_\_\_ House Pressure? \_\_\_\_\_ Water Temperature? \_\_\_\_\_
3. Is your water source from the  CITY or  WELL?
4. In order to determine what is wrong with your system, we will require the production ratio:  
How much waste water (yellow line, in milliliters per minute) is the system producing for 1 min? \_\_\_\_\_  
How much product water (blue line in milliliters per minute) is the system producing for 1 min? \_\_\_\_\_

Staple a copy of your invoice or Receipt and send to:  
SpectraPure, Inc.  
RMA# \_\_\_\_\_  
2167 E. 5TH Street  
Tempe, AZ 85281-3035

With this information we will be able to determine the best means of correcting any problem that there may be with the system. Thank You.

PLEASE COMPLETE ENTIRE FORM AND SEND WITH ITEM(S) BEING RETURNED.