

# U.S. RETURN MATERIAL AUTHORIZATION

<b>Complete form, sign and enclose with shipment.</b>		
<p>Items for Warranty consideration <b>must</b> include either the Proof of Purchase and/or the Extended Warranty Confirmation Number. Items returned without proper documentation are not eligible for warranty. Warranty documents <b>will not</b> be accepted after item is received at Raven.</p>		
RMA #:	<input type="checkbox"/> <b>Check Box</b> if requesting Warranty consideration - <b>Proof of Purchase Must Be Included In Box</b> – OR – <b>Enter Extended Warranty Confirmation Number:</b> _____	
Support Case #:		
Business Name:	Contact Name:	
Billing Address:		
Shipping Address:		
<input type="checkbox"/> Same as bill to		
Phone Number:	Email:	
Last Chemical Used (MSDS attachment mandatory if returned item has been exposed to chemical):		
What purging or decontamination method was used, if applicable?		
Raven Part Number:	Serial Number:	Barcode Number:
Summary of Failure / Work to Be Performed:		
<b>Shipping Instructions:</b> <ul style="list-style-type: none"> <li>• Ship to Raven-assigned Repair Center</li> <li>• Include this document with returned product.</li> <li>• Ensure RMA Number is clearly visible on outside of packaging.</li> </ul>		<b>Raven Product Service Contact Information:</b> Phone: (800) 243-5435 Email: <a href="mailto:ATDProductService@ravenind.com">ATDProductService@ravenind.com</a> Website: <a href="https://portal.ravenprecision.com/product-service-repair-2">https://portal.ravenprecision.com/product-service-repair-2</a>
<ul style="list-style-type: none"> <li>• Federal Regulations prohibit the shipment of contaminated material that is improperly packaged or incorrectly labeled. All material must be decontaminated prior to shipment. An MSDS (Materials Safety Data Sheet) for the last chemical used must accompany all shipments. -OSHA Standard 28CFR 1910.1200 "Right to Know" Law</li> <li>• Raven Industries, Inc. reserves the right to refuse any shipment that is not properly cleaned, decontaminated, packaged and/or labeled. Penalties may be assessed upon receipt of contaminated material.</li> </ul>		
<b>To confirm compliance, check one:</b> <input type="checkbox"/> <b>The undersigned certifies that the items returned under this Return Material Authorization (RMA) have never been in service or have not been exposed to any hazardous material or harmful substances.</b> <input type="checkbox"/> <b>The undersigned certifies that the items returned under this Return Material Authorization (RMA) have been properly decontaminated and are free of residue. Triple rinsing with a neutralizing solution required.</b>		
<b>The undersigned certifies that he/she is authorized to bind the above identified Customer as follows: Customer hereby agrees to defend, indemnify and hold Raven Industries, Inc. harmless from and against any claims, expenses, damages, or judgments including attorney's fees relating to property damage, injury, or death to person arising out of any failure by the Customer to decontaminate all items returned under this RMA.</b>		
Printed Name:	Title:	
Signature:	Date:	

