

# INTERNATIONAL RETURN MATERIAL AUTHORIZATION

## Complete form, sign and **enclose with shipment.**

Items for Warranty consideration **must** 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 **will not** be accepted after item is received at Raven.

RMA #:		<input type="checkbox"/> <b>Check Box</b> if requesting Warranty consideration - <b>Proof of Purchase Must Be Included in Box</b>	
Support Case #:		- OR - <b>Enter Extended Warranty Confirmation Number:</b> _____	
Estimate Requested:	<input type="checkbox"/>	Type of Return:	PO# / Other: VAT #:
Business Name:		Contact Name:	
Billing Address:			
Shipping Address:			
<input type="checkbox"/> Same as Billing Address			
Phone Number:		Email:	
Last Chemical Used:			
What purging or decontamination method was used, if applicable?			
Raven Part Number:		Serial Number:	Barcode Number:
Summary of Failure / Work to Be Performed:			
<u>Shipping Instructions:</u> - Ship to Raven-assigned Repair Center. - Include this document with returned product. - Ensure RMA Number is clearly visible on outside of packaging.		<u>Repair Center Address:</u>  	
<ul style="list-style-type: none"> <li>All returns sent to Raven Industries use Incoterm DDP (shipper is responsible for all U.S. entry fees). To potentially avoid duties and taxes, it is recommended that HTS code 9801.00.1012 be used for each item returned. Shipper commercial invoice should state, "U.S. product being returned for repair under warranty" and include completed U.S. Customs form 3311 - Declaration for Free Entry of Returned American Products. Include a copy of the original commercial invoice stating the USA as country of origin. If a copy of the original commercial invoice is not available, a request for a country of origin form can be made to Raven.</li> <li>This form also serves as a Certificate of Decontamination. Used items must be thoroughly cleaned and free of any chemical or soil residue. Non-compliance with this policy will result in complete non-consideration of warranty. Product will be disposed of and the claimant can be charged a disposal fee. U.S. 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.</li> <li>Raven Industries, Inc. reserves the right to refuse any shipment that is not properly cleaned, decontaminated, packaged and/or labeled. - OSHA Standard 28CFR 1910.1200 "Right to Know" Law</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 and/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:	