|  |  |
| --- | --- |
| **FOR PROTEUS USE ONLY** | |
| RMA Number: |  |
| Date Issued: |  |
| Issued By: |  |

RMA Request Form

proteus_logoA Return Materials Authorization (RMA) number is required to return any Proteus product for service. For assistance, please send questions to [sales@proteusind.com](mailto:sales@proteusind.com?subject=RMA%20Request) or call (650) 964-4163 and ask for the RMA Department.

Instructions

**ADDRESS RETURNS TO:**

Proteus Industries Inc.

Attention: RMA #\_\_\_\_

340 Pioneer Way

Mountain View, CA 94041

1. Read the Terms and Conditions on page 2 of this document. For complete details of Proteus Industries’ warranty policy, please visit [www.proteusind.com/warranty](http://www.proteusind.com/warranty).
2. Complete the form below in its entirety. Incomplete information may result in delays.
3. Send the completed form to [sales@proteusind.com](mailto:sales@proteusind.com?subject=RMA%20Request) with “RMA Request” in the subject line, or fax it to (650) 965-0304. A Proteus Customer Service representative will contact you within one business day to provide your assigned RMA number.
4. Clearly indicate your RMA number on the outside of the return package and enclose a copy of this completed form with the shipment.

Requested Information

|  |  |  |  |
| --- | --- | --- | --- |
| **NAME** |  | **COMPANY** |  |
| **E-MAIL** |  | **TELEPHONE** |  |
| **BILLING ADDRESS** | Attention: | Company: |  |
|  | Address: | | |
|  | City: | State/Prov.: | Postal Code: |
|  | Country: | Telephone: |  |
| **SHIPPING ADDRESS** | Attention: | Company: |  |
|  | Address: | | |
|  | City: | State/Prov.: | Postal Code: |
|  | Country: | Telephone: |  |
| **PROTEUS MODEL NO.** |  | **QUANTITY** |  |
| **SERIAL NO(S).** |  | | |
| **TAG/DMR/NCR NO(S).** |  | | |
| **PRODUCT CONDITION** | Product is in original factory condition and has not been tested, used, or modified in any way. | | |
|  | Product has been used with the following liquid(s): | |  |
|  | NOTE: If the product has been in contact with any liquid other than water, ethylene glycol, Galden, or Fluorinert, please provide a Material Safety Data Sheet (MSDS) for each liquid when submitting this form. We will advise you of whether the product can be returned to Proteus. | | |
|  | Product has been modified from the original factory specification as described below. | | |
|  | Connector installed on wire ends | Description: |  |
|  | I will provide mating connector and wiring diagram with product. | | |
|  | I authorize Proteus to remove connector and return uninstalled. | | |
|  | Pipe fittings installed | Description: |  |
|  | I will provide mating fittings for NPT or SAE pipe connections. | | |
|  | I authorize Proteus to remove fittings and return uninstalled. | | |
|  | Other modification(s): | | |
| **REQUESTED SERVICE** | Evaluation / Repair | | |
|  | Detailed description of problem(s) observed: | | |
|  | Recalibration | | |
|  | Repeat 🠚 Calibrate using same parameters as previous calibration | | |
|  | New 🠚 Calibrate using custom parameters and options described below | | |
|  | Liquid: | | Calibrate with fittings installed |
|  | Temp.:  °C °F | | Non-standard output |
|  | Viscosity:  cSt | | Preset trip point |
|  | Other: | | |
| **ACKNOWLEDGEMENT** | **I have read and agree to the Terms and Conditions on page 2 of this document.** | | |

Terms and Conditions

* Returned products must be packaged appropriately to prevent shipping damage and to provide proper electrostatic discharge (ESD) protection. Proteus will not be responsible for any damage that may occur during transit.
* The return package should be shipped to Proteus freight prepaid. Collect shipments will not be accepted.
* Products returned for evaluation or repair will be inspected to identify the root cause(s) of any problem(s) found. If any defect is found for which the root cause is attributable to Proteus, and the returned product is under warranty, there will be no charge for the evaluation or repair. If the root cause is NOT attributable to Proteus, or the returned product is out of warranty, a purchase order must be received prior to the commencement of any repair work. The minimum fee for evaluation and repair is $50.00 for flow products and $150.00 for WeldSaver products; additional charges may apply to cover the replacement of damaged components. Please visit [www.proteusind.com/warranty](http://www.proteusind.com/warranty) for full warranty terms and conditions.
* Standard products in resalable condition that have not been used, tested, or otherwise modified from the original factory specification may be returned for credit within 60 days of shipment for a restocking fee of 15% of the original sale price. Customized products (model numbers beginning with “9” and/or ending with “QC”) and Tofco products are non-returnable. Returns for credit must be approved by Proteus Industries prior to the return of the products.
* Assigned RMA numbers are valid for 60 days from the date of issuance.