

# **The Ford Meter Box Company, Inc.**

**775 Manchester Avenue**

**Wabash, IN 46992**

**260-563-3171**

**Fax: 800-826-3487**

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## **Return Material Policy and Guidelines:**

Reasons for return:

- Surplus
- Distributor ordered incorrect item(s)
- End user ordered incorrect item(s) from distributor

Action required:

- Credit \_\_\_\_\_% restocking charge
- Rework and return
- Exchange for other goods
- Other \_\_\_\_\_

Return material to:

775 Manchester Ave., Wabash, IN, 46992 / (All brass products, saddles, boxes and covers)

815 Miles Parkway, Pell City, AL, 35125 / (All pipe products and Uniflange products)

## RGA Terms and conditions (including comparison illustrations):

An acceptable return must be

- of current design
- in resalable condition
- returned in original cartons if possible



Original boxes marked with RGA #



Boxed and shrink-wrapped



Original boxes in good condition



Properly packaged containers

An unacceptable return includes material that is

- dirty
- discolored
- damaged or dented
- oxidized
- rusty
- of obsolete design
- chipped or scratched in the paint or coating
- improperly packaged



Poor and improper packaging



Epoxy coating damaged



Retainer glands dirty and rusted



Coupling and hardware rusty



Old boxes/Old material



Material thrown into box, improperly packaged



Some material shipped loose



Material rusty, improperly boxed



Material rusty, improperly boxed



Received competitors material



Boxes have been wet now in poor condition,  
discolored product



Discolored



Oxidation



Oxidation

## The distributor is responsible for:

- proper packaging of return material
- marking all containers with the RGA number
- including a copy of the RGA with the material
- furnishing invoice numbers
- all freight cost
- returning material within 30 days of request

Our Product Assurance Department will inspect and determine if the material is acceptable for resale. Ford Meter Box reserves the right to deny any return that does not comply to the above terms and conditions.

Contact your Customer Service Manager for return material authorization.