



# RMA RETURN / SERVICES FORM

Reference No: \_\_\_\_\_ Contact Info: \_\_\_\_\_  
 Customer Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
 Email: \_\_\_\_\_ Fax Number: \_\_\_\_\_

**Return Instructions: Please always retain a copy of invoice and packing list for return reference**

- To initiate return request, please fill out all the GREEN columns.
- Sign and email the completed form back to Hydrorex  
Email: eli@hydrorex.com
- HDX customer service will fill in the RMA Number(s) on the first column (RED) and send it back to customer.
- Please package returned goods carefully and include a copy of original invoice(s) with this return form.
- Ship the package(s) back to: Hydrorex 13360 Telge Rd. Suite 606, Cypress, TX 77429, USA

RMA Number Supplied by HDX	Original Invoice#	MODEL UNIT	QTY	Lot Number/ Serial Number	Reason Code

Reason Code	Description	Reason Code	Description
CMS	Certificate Maintanance / Repair	WIS	Wrong Item Shipped
DNN*	Do Not Need	DMG	Damaged In Transit
WIO*	Wrong Item Ordered	EXC*	Exchange
DEF*	Defective	WIS	Wrong Item Shipped

**Product Return Policy:**

**I. Consumables Returns: (Hydrostatic test units systems.)**

- In order to receive credit, item must be returned complete and in saleable condition within 30 days of invoice date.
  - No returns accepted after 30 days of the original purchase date unless specified in agreement/contract.
  - Discontinued, obsolete, expired, damaged or opened items will not be accepted for return.
  - **Amount credited will be based on invoice price, less 20% for restocking fee + return admin fee, etc.**
- \*Original invoice shipping charges are the responsibility of the customer and will not be credited.

**II. Equipment Returns:**

- In order to receive credit, equipment with or without PC and Monitor must be returned complete within 30 days of invoice date.
  - If over 30 days, equipment under warranty will be repaired according to the terms of the specific equipment warranty (see below). In the event that we are unable to repair your equipment within warranty period, a replacement will be sent.
  - Equipment out of warranty will be repaired, with all charges (including parts, labor and shipping) paid by the customer.
- \* Original invoice shipping charges are the responsibility of the customer and will not be credited.

- Hydrorex does not offer any warranty on replacement part(s) if they were not installed by a Hydrorex Technician.

Equipment Warranty Period	ORDED DATE	CUSTOMER SIGN HERE
3 months		

To request a copy of this form, please email: eli@hydrorex.com or go to: www.hydrorex.com