

REQUEST FOR RETURN GOODS AUTHORIZATION RGA# _____

1. Drake Refrigeration, Inc will issue to Customer a Return Goods Authorization number (RGA) for a product only if Customer accurately completes and returns this request to Returns and Warranty Department (FAX 215-638-5518) and Drake approves the request. All warranty activation forms shipped with each chiller must be complete in order to apply for a warranty claim.

2. **If Customer is requesting credit for return goods,** Customer must return goods Within 30 days of original PO date.
 - a) in the condition originally received by Customer
 - b) free from any damage, use or modification
 - c) in the original packaging
 - d) with all manuals and accessories provided by Drake Refrigeration, Inc
(all pumps must have the pump questionnaire form filled out)

3. Goods returned (other than for repair or warranty) shall be subjected to a restocking charge of twenty (20%) percent of the original sale price.
(for all warranty parts needed, Customer must have a RGA # on the original PO)

4. **The return shipment must include a copy of this completed request. The package label must clearly show the RGA#.** Return all goods to:

Drake Refrigeration, Inc- RGA Department-Attn: RGA # _____
2900 Samuel Drive Bensalem, PA 19020

A. DESCRIPTION

Goods (Equipment) Part Number: _____ Original PO# _____
Quantity _____ Model No.: _____ Serial No.: _____

B. REASON FOR RETURN

C. CONTACT INFORMATION

Name _____ Company _____
Signature _____ Date _____
Phone _____ Fax _____

Drake Refrigeration, Inc APPROVES _____ DISAPPROVES _____ the above Request for RGA # _____.
BY _____ Date _____
(Returns & Warranty Representative)
