

WARRANTY RETURN REPAIR POLICY

In order to make a warranty return efficient and effective, please contact Pulsafeeder's Technical Support at proepo_service@idexcorp.com or Aftermarket Service (585) 292-8000.

Have the following information available when you contact Aftermarket Service:

- **Pump serial number or Pulsafeeder Sales Order number**
- **Pump model number or part number**
- **Liquid being pumped**
- **Original Purchase Order**
- Bill and ship to address
- Contact name and phone number
- Reason for return

If a warranty situation does exist customer will be notified and pump, parts, and accessories repaired at no charge.

If a non-warranty situation exists the customer will be contacted with the reason and a price to repair the equipment. The customer has 30 days to approve the charges or equipment will be returned Freight Collect as is. An extension of 30 more days will be granted at the request of the customer. After 60 days, with no disposition, the equipment will be returned Freight Collect and a charge of \$250 will be assessed.

- If the repair is authorized, a purchase order must be submitted to finalize the repair. Minimum repair charge is \$400.