

RMA: _____
 Date Part Rec. _____
 Rec. By: _____



MAGSEAL®

RMA NUMBER REQUEST FORM

Instructions:

- 1) Complete this Form providing a detailed explanation of the reason for return and submit it by fax or email to RMA@magseal.com.
- 2) Our RMA department will contact you with an RMA authorization number.
- 3) Return authorized items to Magnetic Seal LLC per shipping instructions found in Section VIII. Please mark the outside of the package and all paperwork with the authorized RMA number.

In order to proceed with an RMA request, this form must be completed in its entirety; a new PO must be generated with a line to include a minimum \$250 evaluation fee unless otherwise negotiated. Upon completion of the form, please submit to Magnetic Seal LLC for review. As a reminder, MSC's policy is to refuse receipt of any seal sent without prior MSC authorization.

Please review section VII below for further details

Section I. Customer Information

Customer Name:	Contact:
Address:	Email:
City:	Phone:
State & ZIP:	Fax:

Section II. Part Information

Customer PN:	Customer PN Rev. :
MagSeal PN:	MagSeal PN Rev.:
Original PO Number:	Pack list Number:
New PO Number:	Quantity:

Section III. Part Disposition

Was the seal(s) in operation?	<input type="checkbox"/> Yes (<i>complete section IV</i>) <input type="checkbox"/> No (<i>complete section V</i>)
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Section IV. Engineering Evaluation

1) Please identify the <i>specific</i> application:
2) How long was the seal(s) in operation?

3) Is the seal(s) being returned due to leakage?	<input type="checkbox"/> Yes (<i>complete section d</i>) <input type="checkbox"/> No (<i>complete section h</i>)
4) What was the measured leakage?	
5) Was the seal(s) installed per Magnetic Seal's Handling and Installation Instructions?	<input type="checkbox"/> Yes <input type="checkbox"/> No (<i>complete section f</i>)
6) Was the seal(s) installed per the Customer's Handling and Installation Instructions?	<input type="checkbox"/> Yes (<i>copy this form</i>) <input type="checkbox"/> No
7) Has Magnetic Seal LLC visited your company for Certification Training for proper handling and Installation within the past two (2) years?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Reason for Return:	
Additional Comments:	
<i>All parts provided by MSC must be returned for a complete evaluation. In order to provide an accurate evaluation, please do not tamper with the seal, O-rings, or any other components. Ensure best removal /packaging and handling techniques to prevent any damage on return. Please reference section VIII for further return shipping information.</i>	
Section V. Quality Evaluation	
1) Is the seal(s) being returned due to surface imperfection(s)?	<input type="checkbox"/> Yes (<i>complete letter k</i>) <input type="checkbox"/> No (<i>complete letter o</i>)
2) Does the surface imperfection(s) violate QCI-170?	<input type="checkbox"/> Yes (<i>complete section l</i>) <input type="checkbox"/> No (<i>complete letter m</i>)
3) Which section in QCI-170 is the non-conformance found?	
4) Is the customer using a different standard other than QCI-170?	<input type="checkbox"/> Yes (<i>complete section n</i>) <input type="checkbox"/> No (<i>complete section o</i>)
5) If another standard is being used please reference:	
6) Reason for rejection:	
Section VI. ITAR Info	
If this part was originally exported under an ITAR export license, then any return of the part for repair or inspection must be done in accordance with 22 CFR 123.4.	Original Export License No:
Section VII. Approval to Proceed	
<p>All information on this form is required prior to the return of parts. This return is authorized under the Terms & Conditions set forth by Magnetic Seal LLC. By returning parts under this RMA system, you authorized Magnetic Seal LLC to perform work necessary to complete your request. The RMA number issued is valid for 30 days; if parts are not received within this time frame, the RMA request will be considered void. <i>In order to proceed with an RMA request, a new PO must be generated with a line to include a \$250 evaluation fee and submitted to Magnetic Seal LLC for review.</i> If formal disposition and/or acknowledgements are not received within 45 business days of evaluation release, returned parts will be administered at MSC's discretion. After evaluation, if MSC is liable for any escapes found during this process, the charge of \$250 will be reversed. By signing (typing name electronically under the signed field, electronic signature or manually signing), the customer is agreeing to the evaluation charge along with Magnetic Seal LLC's Terms & Conditions.</p>	

Customer Rep. Printed Name:	Date:
Customer Rep. Signature:	Date:
<p>FOR MAGSEAL INTERNAL USE ONLY</p> <p>RMA NUMBER: _____</p>	
MagSeal Rep. Printed Name:	Date:
MagSeal Rep. Signature:	Date:
<p>Section VIII. Return Shipment</p> <p>Packaging of MagSeal's Returned for Evaluation</p>	
<p>Care must be taken when packaging the MAGSEAL'S for evaluation in order to prevent damage during transit. Grasp the magnet and seal case firmly by their outside diameters and GENTLY mate the seal case seal ring face with the magnet mating face and center the seal case on the magnet. Do NOT mate the back surface of the seal case against the magnet (metal to metal contact) and do NOT mate the seal case seal ring face with the back face (part marking or black radial line) of the magnet. If the originally provided shipping sleeve is not available, then any other method using non-magnetic materials that prevents the seal case from sliding across the magnet face is acceptable. Individually package the MAGSEAL by inserting it into a plastic bag and then close the bag tightly around the MAGSEAL to prevent relative movement of the seal components. Put the bagged MAGSEAL into the original foam protected package and close. Do NOT put more than one (1) MAGSEAL into the individual package because the magnetic attraction force can be compromised. If the original foam protected packaging is not available, then standard packaging practices that provides similar protection (cushioning material) is acceptable. Package the individual MAGSEAL package(s) into an outer carton using standard packaging protection (cushioning material).</p> <p><i>**Ship carton with RMA number on the outside along with all pertinent informational documents. **</i></p>	
<p>Packaging of MachSeal Returned for Evaluation</p>	
<ol style="list-style-type: none"> 1) Care must be taken during removal of MACHSEAL and the protection of the carbon seal ring of the seal case assembly that is retained in the cup for a thorough evaluation. If the original blue protective cap is not available, then wrap the MACHSEAL in bubble wrap (cushion material) to prevent damage to the seal ring during shipping. 2) If the MACHSEAL was supplied with a MATING RING, then handle it with care and use the original blue protective cap. If that is not available, then wrap it in bubble wrap (cushion material) to prevent damage during shipping. 3) If the MACHSEAL ASSEMBLY was supplied with O-rings, then they must be returned in order to perform a thorough evaluation. 4) Individually package the MACHSEAL and the MATING RING into separate plastic bags, and then close each bag tightly to prevent movement within the bags. Put the bagged MACHSEAL and MATING RING into the original foam protected package and close. Do NOT package more than one (1) MACHSEAL ASSEMBLY into the individual package. 5) If the original foam protected packaging is not available, then standard packaging practice that provides similar protection (cushioning material) is acceptable. Package the individual MachSeal package(s) into an outer carton using standard packaging protection (cushioning material). 	