

# Materials Return and Credit Procedure

In order to ensure prompt and accurate processing, all returns must be requested through the local Milbank representative and accompanied by a Returned Material Authorization from Milbank.

## INVENTORY RETURNS AND CUSTOMER ACCOMMODATION

Contact your local Milbank representative for Returned Material Authorization prior to returning any product. Credit will be issued only if the product is:

1. in original Milbank factory cartons and in standard package quantity
2. in resalable condition
3. currently manufactured by Milbank
4. within two years of date of invoice

In accordance with Milbank's terms and conditions of sale, a minimum service charge of 25% plus transportation charges will apply on all returned goods (waived if Milbank is at fault). An additional 25% service charge will apply on items returned after a one year period from date of invoice. No materials will be accepted for return after a two year period. Special and made-to-order items and non-U.L. listed items are non-returnable.

## PRODUCT WARRANTY EVALUATION

Contact your local Milbank representative for product warranty evaluation. The local representative will verify that the product in question is of Milbank manufacture and is within Milbank's published warranty period. If these conditions are met, the representative will process a Returned Material Authorization, and the material may be returned to Milbank freight pre-paid for evaluation. Determination as to repair or replacement will be made by Milbank, and any credit due will be issued at that time. If freight credit is due, it will be added to the amount of the warranty credit. See the "Terms and Conditions" page on the back inside cover of the current Milbank price list for complete warranty information.

## SHIPPING DAMAGE

**Visible** - In the case of visible shipping damage, make immediate notation of damage on freight bill and retain either a copy of the freight bill with damage notation signed by the driver or a copy of the drivers properly completed inspection report. In case of shortage, claim must be filed within three (3) working days of receipt of shipment.

**Concealed** – In the case of concealed shipping damage, contact your local Milbank representative to investigate. Local representative will determine if field repair, field scrap and credit, or return to Milbank is warranted.

**NOTE:** Above, including materials return policy and warranty procedure, subject to change without notice.

RET-CR 02/06

816.483.5314 phone

816.483.6357 fax

[www.milbankmfg.com](http://www.milbankmfg.com)

**Request for Returned Material Authorization**  
 (Forward to your local Milbank Representative for processing)



Customer	Contact	Account #
Address	City	State Zip
Phone	Fax	Ref / D.M. #

Return Quantity	Catalog Number	Item Description	Invoice Number	Sales Order Number	Return Code	Additional Information
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

For each product listed, the Milbank Sales Representative will determine the most appropriate return code and enter it in the column above. Please supply additional information as necessary in the space provided.

**Sales Representative Approval**

Agency	Contact
Phone	Date