

QUICKEVAC WARRANTY PROCEDURE

Warranty claims can be filed with RPM Industries, Inc. by calling Customer Service OR by filling out a warranty form on-line. The following procedures illustrate the steps involved in filing warranty claims to RPM Industries, Inc.

Filing through Customer Service:

1. Call RPM Industries, Inc. Customer Service (800/255-2250) to obtain a return authorization number for the part(s) being returned.
2. Send the part(s) back to the following address, be sure to put the return authorization number on the outside of the package:
RPM Industries, Inc.
RGAW #####
55 Hickory Street
Suite 109
Washington, PA 15301
3. Email (warranty@rpmindustries.org) or FAX (724/228-3548) claim information including machine, model, serial number, hours, description of failure, pictures, or anything else necessary to substantiate the claim. An example claim form is available on the QuickEvac website or you may use your company claim form if it contains the necessary information.
4. RPM Industries, Inc. will evaluate the returned part(s) and send a report within 1 week of receipt. If the claim is valid a Credit Memo will accompany the report. If not valid, RPM Industries, Inc. will retain the part for 60 days.

Filing through the QuickEvac Website:

1. Log on to the QuickEvac website (www.rpmindustries.org/quickevac) and go to the warranty link and fill out the form. You will receive a return authorization number (RGA Number) within 48 hours of submitting the on-line claim form.
2. Send the part(s) back to the following address, be sure to put the return authorization number on the outside of the package:
RPM Industries, Inc.
RGAW #####
55 Hickory Street
Suite 109
Washington, PA 15301
3. Email (warranty@rpmindustries.org) or FAX (724/228-3548) claim information including machine, model, serial number, hours, description of failure, pictures, or anything else necessary to substantiate the claim. An example claim form is available on the QuickEvac website or you may use your company claim form if it contains the necessary information.
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