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## REQUEST FOR RETURN MATERIAL AUTHORIZATION

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- Complete the “RETURN MATERIAL AUTHORIZATION” form.
- E-mail form to [RMA@ClaytonIndustries.com](mailto:RMA@ClaytonIndustries.com) or fax to 513-563-1303.
- Clayton will issue you a return material authorization number.
- The completed form showing the RMA number must be returned along with the part.
- Mark the RMA number on the outside of the package.
- Ship **freight prepaid** to the address shown on your RMA form.

**ANY PARTS RETURNED “COLLECT” WILL BE REFUSED.**

RMA numbers are only **valid for a period of 10 days** from date of issuance.

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### Terms and Conditions

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No RMA will be issued for parts purchased outside the warranty period.

If it is found upon receipt and inspection of the returned part, that the part has been abused or improperly used causing damage, the warranty request will be denied.

If the part being returned is deemed like new and unused and is in the original packaging and purchased within 90 days, a credit maybe issued less a 20% restocking fee.

If the part is being returned for warranty consideration, and it is deemed warrantable due to a defect in material and/or workmanship, Clayton will repair, rebuild, replace or offer a credit memo at Clayton’s sole discretion. If credit is being issued it will be for the defective part only. All transportation and labor charges relating to the installation of the replacement part or the removal of the defective part shall be the responsibility of the purchaser.

If a replacement part is required prior to warranty determination, the cost of that part must be paid promptly by the customer.

With respect to any non-Clayton part(s) supplied, other than the duration of the warranty, the OEM manufacturer’s warranty shall apply and be exclusive.



## Return Material Authorization (RMA) Request Form

**Return By Fax or Email To:**  
 Clayton Industries Customer Service Dept.  
 Fax: 1-513-563-1303  
 Email: RMA@ClaytonIndustries.com  
 No Cover Letter Required

**All Fields Must be Completed**

<b>Date</b>		<b>Type of RMA Request</b>								
<b>Person Making Request</b>		<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;"><b>Warranty Return</b><sup>1</sup></td> <td style="width: 40%; text-align: center;"><input style="width: 90%;" type="text"/></td> </tr> <tr> <td><b>Return to Stock</b><sup>2</sup></td> <td style="text-align: center;"><input style="width: 90%;" type="text"/></td> </tr> <tr> <td><b>Test Report</b><sup>3</sup></td> <td style="text-align: center;"><input style="width: 90%;" type="text"/></td> </tr> <tr> <td><b>Inspection</b><sup>4</sup></td> <td style="text-align: center;"><input style="width: 90%;" type="text"/></td> </tr> </table>	<b>Warranty Return</b> <sup>1</sup>	<input style="width: 90%;" type="text"/>	<b>Return to Stock</b> <sup>2</sup>	<input style="width: 90%;" type="text"/>	<b>Test Report</b> <sup>3</sup>	<input style="width: 90%;" type="text"/>	<b>Inspection</b> <sup>4</sup>	<input style="width: 90%;" type="text"/>
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<b>Company Name</b>										
<b>Street, City, State, Zip</b>										
<b>Phone Number</b>										
<b>Email/Fax Number</b>										
<b>Invoice Number</b>										
<b>Generator Model#</b>	<b>Generator Serial#</b>									
<b>NB# (if Coil Return)</b>		<b>New Purchase Order Number</b> <sup>(3,4)</sup>								

Qty	Part Number	Detailed Description of Part Failure/Reason for Return (including fault codes)
<b>Comments:</b>		

1. If part returned for warranty consideration is deemed warrantable, Clayton will repair, rebuild, replace or offer a credit memo at Clayton's sole discretion.
2. If a part is to be **RETURNED TO STOCK**, you must provide the original purchase order number. Part returns are only authorized for new, unused equipment, in unopened packaging. **A 20% restocking fee will be assessed for all returned parts, purchase order required.**
3. A request for **TEST REPORT**, is subject to a \$90.00 test fee, per part. A purchase order must accompany a request for test.
4. A purchase order must accompany any request for equipment inspection. Inspection costs vary depending on component. Inspection fee goes toward cost of repair.

<b>For Clayton Use Only</b>	
<b>Cust#</b>	
<b>Sales Order</b>	
<b>RMA</b>	
<b>Ship to:</b>	