

TECHNICAL BULLETIN



Revised September 15, 2015 • TB1012-01

Customer Instructions for Return of Product

Franklin Fueling Systems (FFS) requires that all product returns have a Returned Goods Authorization (RGA) number issued to the customer prior to the parts being returned.

The information contained herein details the steps that are required to attain an RGA number:

Warranty Evaluation

All RGA numbers for products being returned for warranty consideration are issued by Franklin Fueling Systems Technical Services. Technical Services can be contacted either by telephone or e-mail.

The following information is required in order to have a Warranty Evaluation RGA issued:

- The part numbers of the parts to be returned
- The serial numbers of the parts to be returned
- The reason for the return
- The site information
- The customer name and address to which a replacement part/credit will be sent

Stock Returns

All RGA numbers for products being returned for stock returns and all other reasons are issued by Franklin Fueling Systems Customer Service Representatives. Customer Service can be contacted either by telephone or e-mail.

The following information is required in order to have a Stock Return RGA issued:

- The part numbers of the parts to be returned
- The serial numbers of the parts to be returned (if applicable)
- The reason for the return
- The site information (if applicable)
- The customer name and address to which a replacement part/credit will be sent

After the RGA number has been issued, the part may be returned to Franklin Fueling Systems freight prepaid.

To expedite processing, please include the RGA number on the packaging and any supporting documentation (see 2nd page for examples).

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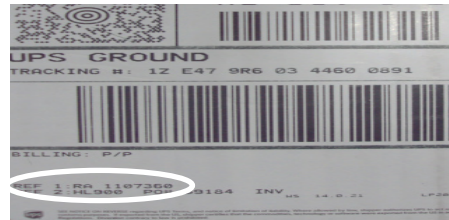
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RGA number marked clearly on outer packaging



Examples of Preferred Identification (Outer Packaging)

RA number marked clearly on carrier shipping label

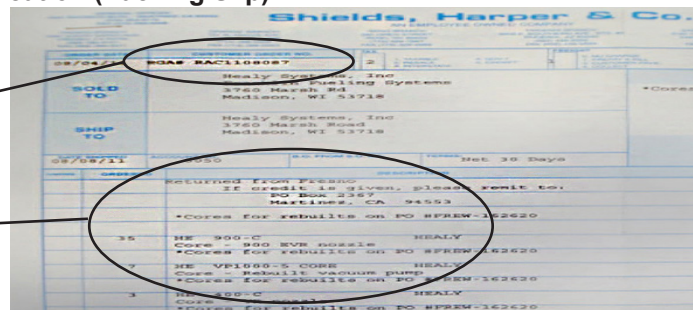


Examples of Preferred Identification (Carrier Shipping Label)

Examples of Preferred Identification (Packing Slip)

RA number noted on packing slip.

Part number/quantity identified on slip.



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Note: The RGA number begins with a two-character site designator. The site designators indicate where the item should be returned.

Where to send returns:

Return number begins with **RA:**

Franklin Fueling Systems
3760 Marsh Rd
Madison WI 537158

Return number begins with **RB:**

Franklin Fueling Systems
34 Spring Hill Rd
Saco ME 04072

Return number begins with **RW:**

Franklin Fueling Systems GmbH
c/o Elsen Logistik GmbH
Justus-Von-Liebig Str. 2
Wittlich, DE 54516

Return number begins with **RC:**

Franklin Fueling Systems Ltd.
Olympus Close
Whitehouse Industrial Estate
Ipswich, Suffolk, GB IP1 5LN