

## CUSTOMER INSTRUCTIONS FOR RETURN OF PRODUCT

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

The information contained herein details the steps that are required to obtain 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 by telephone at +1-800-984-6266.

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

- Part numbers and quantities of each part to be returned.
- Serial numbers of each part to be returned (if applicable).
- Reason for the return including problem details and troubleshooting work performed.
- Site information including address (if applicable).
- The distributor name and address to which a replacement part/credit will be sent (must include distributor branch office address, distributor contact name, phone, and email).

### 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 by telephone +1-800-984-6266.

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

- Part numbers and quantities of each part to be returned.
- Serial numbers of each part to be returned (if applicable).
- Reason for the return.
- Site information including address (if applicable).
- The distributor name and address to which a replacement part/credit will be sent (must include distributor branch office address, distributor contact name, phone, and email).

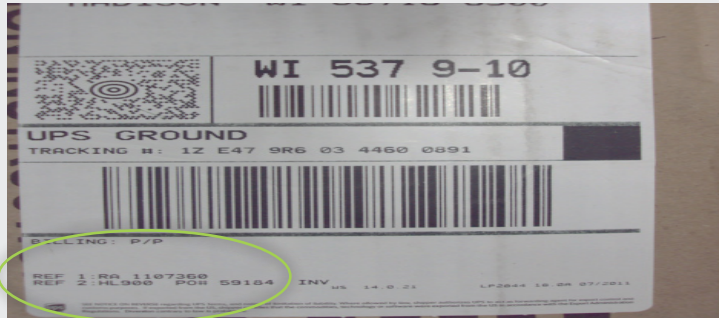
After the RGA number has been issued, the part may be returned to Franklin Fueling Systems freight prepaid.

**To expedite processing, please include the RGA number on the packaging and any supporting documentation (see the following examples).**

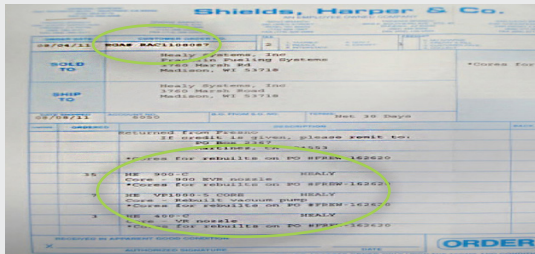
The RGA number is clearly marked on the outer packaging.



The RGA number is clearly marked on the carrier shipping label.



Example of preferred identification (packing slip).



The RGA number is noted on the packing slip.  
Part numbers and quantities are identified on the packing slip.

### WHERE TO SEND RETURNS

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

**Return Number Begins With RA:**  
Franklin Fueling Systems  
3760 Marsh Rd  
Madison, WI 53718

**Return Number Begins With RB:**  
Franklin Fueling Systems  
34 Spring Hill Rd  
Saco, ME 04072

**Return Number Begins With RW:**  
Franklin Fueling Systems GmbH  
Rudolf-Diesel-Str. 20  
54516 Wittlich/Germany

**Return Number Begins With RC:**  
Franklin Fueling Systems Ltd.  
Olympus Close  
Whitehouse Industrial Estate  
Ipswich, Suffolk, GB IP1 5LN

franklinfueling.com  
3760 Marsh Rd. • Madison, WI 53718, USA  
Tel: +1 608 838 8786 • Fax: +1 608 838 6433  
Tel: USA & Canada +1 800 225 9787 • Tel: UK +44 (0)1473 243300  
Tel: Mex 001 800 738 7610 • Tel: CH +86 10 8565 4566