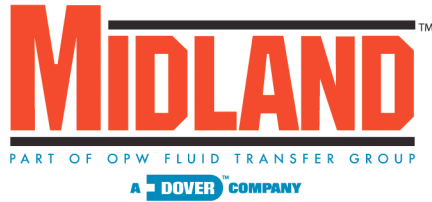




**Phone: (847) 677-0333**  
**Fax: (847) 677-0138**  
7733 Gross Point Road  
Skokie, IL 60077  
[www.midlandmfg.net](http://www.midlandmfg.net)

### **Returns for Credit**

- A. All returns require a Return Materials Authorization Number (RMA#) from Midland before returning the material. The RMA# is good for 45 days from the time it's issued. The RMA# should be labeled on the exterior of the packaging.
- B. Parts must be properly packaged to receive proper credit. Damaged material, due to improper packaging may have a greater restocking charge. Due to cartons losing their strength during use with parcel carriers, we do not recommend using the original cartons.
- C. If Midland has agreed to pay the return freight charges, ask your Midland customer service representative for the freight routing.
- D. Please ship the material to the following address: **Midland Mfg., Attn: Returns, 7733 Gross Point Road, Skokie, IL 60077**



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**Returns for Repair**

A. All returns require a Return Materials Authorization Number (RMA#) from Midland before returning the material. The RMA# is good for 45 days from the time it's issued. The RMA# should be labeled on the exterior of the packaging.

B. Please ship the material **prepaid** to the following address: **Midland Mfg., Attn: Returns, 7733 Gross Point Road, Skokie, IL 60077**

C. If the valve has been in service, please include the MSDS for the service the valve is in. In addition to including the MSDS sheet please complete the following boxes:

Item	Yes	No
Toxic		
Carcinogenic		
Corrosive		
Flammable		

Item	Yes	No
Biological Hazard		
Explosive		
Radioactive		
Other harmful substance		

D. Please clean the valve thoroughly before shipping to Midland.

E. Please advise how to return the material. Advise if we should return it "Prepaid & Add" or if it will be returned "Freight Collect". If Midland is returning the material "Freight Collect", please specify the carrier and the billing address or the account number to be billed in the case of parcel shipments. Return via: \_\_\_\_\_

Freight Charges (Circle) Collect, Prepaid or Prepaid & Add.

UPS or FedEx Account Number: \_\_\_\_\_

F. Who do we contact with the repair price? \_\_\_\_\_

How do we contact this person? Phone: \_\_\_\_\_

or email: \_\_\_\_\_

G. Purchase order number for repair: \_\_\_\_\_

H. Please provide us with the address ship-to address for the return:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



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**Returns for Engineering Evaluation**

- A. All returns require a Return Materials Authorization Number (RMA#) from Midland before returning the material. The RMA# is good for 45 days from the time it's issued. The RMA# should be labeled on the exterior of the packaging.
- B. If Midland has agreed to pay the return freight charges, ask your Midland customer service representative for the freight routing.
- C. Please ship the material to the following address: **Midland Mfg., Attn: Returns, 7733 Gross Point Road, Skokie, IL 60077**
  - If the valve has been in service, please include the MSDS for the service the valve is in. In addition to including the MSDS sheet please complete the following boxes:

Item	Yes	No
Toxic		
Carcinogenic		
Corrosive		
Flammable		

Item	Yes	No
Biological Hazard		
Explosive		
Radioactive		
Other harmful substance		

- Please clean the valve thoroughly before shipping to Midland.
- Returns for Engineering Evaluation or failure analysis. The following information is required by our Engineering Department:
  - Mark on the valve where a leak was observed or problem is located.
  - **Please complete lines 1 through 11 of the attached Pressure Relief Valve Inspection Report sheet.**
  - Please do not use Styrofoam peanuts for packaging the valve.
  - Valves over 50 lbs. should be returned via truck to preserve the condition of the valve. Valves are jostled less during a truck shipment and increases the chances of Midland being able to observe the same result.
  - When an evaluation is completed of a valve under warranty, the valve will be repaired and returned with a 1 year warranty. The valve will be returned with freight charges prepaid.
  - When an evaluation is completed of a valve not under warranty, please advise shipping instructions.
  - Please advise how to return the material. Advise if we should return it "Prepaid & Add" or if it will be returned "Freight Collect". If Midland is returning the material "Freight Collect", please specify the carrier and the billing address or the account number to be billed in the case of parcel shipments.

Return via: \_\_\_\_\_

Freight Charges (Circle) Collect, Prepaid or Prepaid & Add.

UPS or FedEx Account Number: \_\_\_\_\_