



CANADA

The Pump People™

PUMP RETURN POLICY

To return goods to Gorman-Rupp Canada, apply to the factory for a Return Material Authorization number (RMA number).

No pump(s) or pump assembly(s) shall be returned at any time without an RMA number. In the event such returns are made without authorization, Gorman-Rupp reserves the right to refuse delivery, or to return goods to distributor at expense of distributor.

Unsold Gorman-Rupp pump(s) remaining in distributors' stock more than nine (9) months after shipment by Gorman-Rupp may, in the next three (3) months, be returned for credit subject to the conditions listed below.

Pump(s) having been in stock longer than twelve (12) months will be considered for return by Gorman-Rupp, subject to the conditions listed below, but at a higher restocking charge. Credit is to be applied toward the purchase of new pumps or parts.

1. Pump(s) must be new, unused and of current manufacture.
2. If rework is necessary, it will be charged accordingly at cost.
3. The pump(s) expected to be returned must be listed showing quantity, Gorman-Rupp complete model number with serial number, description, and invoice number if possible. If the return is authorized, Gorman-Rupp will issue an RMA.
4. After receiving an RMA number, distributor will return pump(s) F.O.B. St. Thomas (freight prepaid), and be responsible for proper packaging to protect against shipping damage. Credit can only be allowed on repairable damaged goods and is subject to repair charges. A copy of the RMA must accompany the return.
5. Credit will be allowed on the basis of original invoice, less any cash discount, and subject to 20% restocking charge.
6. Harmonized Sales Tax (HST) credit will be allowed according to the value determined from above. Likewise, Provincial Tax, where applicable will be refunded.

Consult Gorman-Rupp if extenuating circumstances seem to justify waiving or altering one or more of the above conditions.

This supersedes all previous pump return policies and shall take precedence over "Clause 11" of any existing distributor sales contract.