

IMPORTANT NOTICE REGARDING PRODUCT REPAIRS AND WARRANTY CLAIMS

In order to provide you with the best service possible and to expedite all product repairs and warranty claims, please note that we require certain actions and information from you. Partial details follow. For complete details please contact the MurCal Repair Department or speak with someone in our Inside Sales Dept.

RETURN AUTHORIZATION NUMBER:

A Return Authorization Number (RA#) is required prior to all product returns. Contact the MurCal Repair Department to receive a Return Authorization Number.

COMPLAINT / REQUEST DETAILS:

Effective January 1, 2010, product return requests require a detailed explanation of the problem or complaint in order to receive a Return Authorization Number. This step is also recommended for non-warranty repairs.

EVALUATION FEE:

Effective January 1, 2010, an Evaluation Fee will apply to non-warranty product inspections. This fee may be applied toward repaired or replaced units. We will advise you of this fee and its application when you request the Return Authorization Number.

REPAIRS:

Some products may not be repairable because of design, cost to repair compared with cost to replace, and other factors. We will advise you when your request for a Return Authorization Number is received.



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