

Return Material Authorization (RMA) Instructions

Crane Nuclear strives to ensure that our products are produced in a high quality manner for years of trouble free service. However, if you should ever experience a problem with one of the products we manufacture, we do request that you follow these simple steps to expedite the return and processing of your equipment for inspection, evaluation, repair and/or replacement. Note that this process is for Kennesaw Testing Products only. Contact our Bolingbrook office at 630-226-4300 for all RMA requests for Valve & Valve Parts.

- Request an RMA form. Requests for RMA Forms will be processed within 1 Business Day after receipt of request. To request an RMA Form or if you require assistance with the RMA process, please contact Crane Nuclear Customer Service at 1-800-795-8013. A Return Material Request Form, in PDF format, is also available by going to the “Documents” tab of our website at www.cranenuclear.com.
- Submit completed RMA Forms to Crane Nuclear Customer Service via fax at (770) 429-4752. You can also submit your completed RMA form via e-mail to poentry@cranevs.com.
- After submitting the completed RMA form, you will receive the RMA number from Crane Nuclear Customer Service that will be used to identify and track your return.
- After receiving your RMA Number, package your product and address it to:

Crane Nuclear Inc.
2825 Cobb International Blvd.
Kennesaw, GA 30152
Attention RMA #.

- The customer is responsible for all fees and shipping charges to return the material to Crane Nuclear.
- **IMPORTANT:** Be sure to enter the RMA number on the shipping label and packing slip. Include a copy of your approved RMA Form with the returned material.
- Within 10 Business Days after your package has been received at Crane Nuclear it will be inspected and you will receive a notification back with the proposed repair / replacement options along with an expected return date.

RETURN MATERIAL AUTHORIZATION FORM (TESTING PRODUCTS ONLY)

RMA NO:		<div style="border: 1px solid red; display: inline-block; padding: 2px;">CRANE</div> NUCLEAR <small>A Crane Co. Company</small>
DATE:		2825 COBB INTERNATIONAL BLVD.
<i>PLEASE NOTE:</i> <i>THIS RMA WILL EXPIRE 30 DAYS FROM DATE OF ISSUANCE</i>		KENNESAW, GA 30152
		PHONE: 1-800-795-8013
		FAX: (770) 429-4752

CUSTOMER INFORMATION		RETURN TO:	
UTILITY:			
PLANT:		CRANE NUCLEAR, INC.	
ADDRESS 1:		2825 COBB INTERNATIONAL BLVD	
ADDRESS 2:		KENNESAW, GA 30152	
CITY:			
STATE / ZIP:		ATTN: SHIPPING & RECEIVING	
ATTN:			
PHONE:		Receiving Hrs: Mon-Fri, 7:00 AM to 3:30 PM	
FAX:			
E-MAIL:			
CUSTOMER ORIGINAL PO NO.:			
ORIGINAL INVOICE NO.:			
ORIGINAL INVOICE DATE:			
ORIGINAL SALES ORDER NO.:			
QTY	DESCRIPTION	PART NO.	SERIAL NO.
REASON FOR RETURN:			

This is your authorization for testing the returning materials listed above. Please post the assigned RMA number on the outside of each box and a copy of the signed RMA Form inside each box shipped. If the material is being returned for credit or exchange signing below attests to the fact that the product has not been used, altered or outside your company's direct control.

THE HIGHLIGHTED INFORMATION REQUESTED ON THIS FORM IS REQUIRED TO PROCESS YOUR RMA.

MATERIAL RETURNED BY: _____ **CNI APPROVAL BY:** _____

DATE: _____

DATE: _____