



Malema-Return Material Authorization Form

PLEASE NOTE: Customers are not authorized to return parts without express written approval from Malema Customer service team. (RMA completed forms are to be emailed back to customer service for RMA number generation (mailed along with the returned part) for internal use)

Your RMA will only be processed if it meets the following criteria:

1. Parts being returned must matches the original RMA request
2. Parts must be returned in adequate condition in proper packaging and shipping material (must adhere to ESD safety precautions, if applicable). Failure to do so will result in part being blocked from further analysis.
3. Part returned without complete kit/ supporting parts, will also be blocked from further analysis
4. Parts within warranty period but deemed out of warranty due a defect originated due customer misapplication or bad handling will be blocked from further analysis and **may be** subjected to an evaluation fee.
5. Parts out of warranty period **will be** subjected to an evaluation fee, as shown below:
 - a. Ultrasonic Flow Meters and Flow Controllers: \$750 USD per unit
 - b. Coriolis Flow Meters and Flow Controllers: \$750 USD per unit
 - c. Flow Switches: \$250 USD per unit
 - d. Excess Flow Valves: \$250 USD per unit
 - e. Paddle wheel Flow Meters: \$400 USD per unit
 - f. Vortex Flow Meters: \$400 USD per unit
 - g. Pressure Sensors: \$400 USD per unit
 - h. Control Valves and Pressure Relief Valves: \$400 USD per unit
6. If you need immediate replacement (for out of warranty part), provide customer service with a new PO.
7. Request for Failure Analysis (FAR) or Corrective action report (CAPA) will be honoured in accordance with Malema Quality guidelines.
8. For international shipments, Customer is responsible for complying with all import and export requirements for returning parts to Malema Sensors for repair/service. (...adding import declaration forms, attaching necessary signed forms...)
9. **After analysis, a part that is blocked for a period of 90 days with no further action/correspondence from customer, will result in customer returned part to be scrapped**

Customers: Pls make sure all failed products returned are thoroughly decontaminated before returning to Malema for analysis; failure to do so will result in returned part not being analysed. No exceptions allowed. No Returns Allowed for Product from Copper Process Lines (Copper Cross Contamination Potential)

Fill in all required data below. One form is required for each part number being returned. RMA numbers with return shipping instructions will be provided by email. Any information including data, pictures, detail failure info, etc. will expedite the processing of your RMA.

NOTE: FIELDS BELOW THAT ARE SHADED ARE REQUIRED TO PROCESS THE RMA REQUEST

| | | | |
|--------------------------|--|--------------------|--|
| RMA Request Date: | | RMA Number: | |
|--------------------------|--|--------------------|--|

| | | | | | | |
|-----------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|---------------------------|--------------------------------------|
| Product scope: | Flow Switch | Flow meter | Flow controller | Excess Flow valve | Flow control valve | Interconnect Interlock device |
| | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Customer Information:

| | | | |
|---------------------------------|--|-------------------------|--|
| Customer Name: | | | |
| Customer Contact Name/Position: | | Customer Contact Email: | |
| Customer Contact Phone: | | Customer Fax Number: | |
| Customer Reference Number: | | | |



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Original Shipment Information:

| | | | |
|-----------------------|--|------------------------|--|
| Customer Part Number: | | Malema Part Number: | |
| Serial # /Date code | | Malema SO/Customer PO: | |

RMA Information:

| | | | |
|-------------------------|--|-----------------|--|
| Expected RMA Ship Date: | | Return Quantity | |
|-------------------------|--|-----------------|--|

CAPA /FAR Request:

Is a Corrective Action or Failure analysis (CAPA) required?

Yes ☐ No ☐

(Failure analysis reports for out of warranty are chargeable)

Customer Return Description:

| | | | |
|----------------------------------|-----------------------------------|--|---|
| Product Application: | | | |
| Return Reason: | | | |
| Detail Failure Info: | | | |
| Product Disposition Expectation: | Restock* <input type="checkbox"/> | Charge Repair <input type="checkbox"/> | Credit* <input type="checkbox"/> Warranty Repair <input type="checkbox"/> |

*Malema restocking fees will apply

Detailed Failure/Test/Environmental Information:

Production Rejection Area:

Incoming Inspection ☐

In Process ☐

Field ☐

N/A ☐

Operating Environment:

| | | | |
|--|--|--------------------|--|
| Checked for other factors that may have caused a false failure | Yes <input type="checkbox"/> No <input type="checkbox"/> | Rejection Criteria | |
| Working liquid: | | Time to Failure: | |
| Running/Loading Frequency: | | Other Environment: | |
| Comments: | | | |



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| | |
|--|--|
| How did you test the product? (test conditions-operating parameters- temp,pr....) | |
| Which specification item did the product fail? | |
| Please include any other information or documents (eg: photo of visual rejection) that could be helpful in the evaluation of the product | |
| Additional comments related to the failure/failure mode | |